

# Marcía Cortez

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## OBJECTIVE

To obtain a mid-level Bank Teller position at Bank of America, Inc. that utilizes customer service, strong interpersonal skills, office management techniques and an extensive understanding of financial transactions.

## PROFILE

- Possess 13 years of progressive customer service experience in a variety of business settings.
- Utilize strong verbal, written and clerical skills to communicate with diverse constituents.
- Acquired an extensive understanding of fiscal management, banking transactions, and financial analysis.

## PROFESSIONAL SKILLS AND ABILITIES

### *Administrative Support:*

- Managed an annual office budget of \$275,000 and controlled disbursement schedules.
- Coordinated monthly visits for over 100 product vendors and 25 service technicians.
- Oversaw payroll forms and human resource documents for 12 employees.
- Created quarterly sales reports and conducted monthly store inventories.

### *Customer Service Skills:*

- Promoted strong customer relations by greeting clients, communicating effectively with vendors and corresponding with regional store managers.
- Communicated with disgruntled clients, addressed incorrect orders and resolved customer disputes in a timely and professional manner.

### *Leadership Skills:*

- Trained new employees on customer service techniques, database systems and order requests.
- Supervised 12 employees, promoted staff morale and increased office productivity by conducting weekly staff meetings and administering annual performance reviews.

### *Technical Skills:*

- Conducted sales reports and customer transactions with IBM and Franklin computers, Microsoft Office Suite, IBM/NCR cash registers, typewriters, and telephones.
- Streamlined quarterly assessment reports by transferring sales documents into online database systems.
- Handled large amounts of cash transactions and prepared weekly bank deposits.

## WORK EXPERIENCE

<b>AT&amp;T Cingular Wireless Company—Regional Office</b> , Greensboro, NC Customer Service Associate	August 2008–July 2011
<b>Worthington's Furniture Shop</b> , Greensboro, NC Manager	January 2006–July 2008
<b>Food Lion, Incorporated</b> , Raleigh, NC Assistant Store Manager	October 2002–December 2005
<b>Food Lion, Incorporated</b> , Raleigh, NC Cashier	May 2000–September 2002

## EDUCATION

<b>The University of North Carolina at Greensboro</b> , Greensboro, NC Bachelors of Arts, Business Administration Cumulative Grade Point Average: <b>3.97</b>	May 2015
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