

## JACQUELINE M. LUNDY

### EDUCATION

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TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA  
***Bachelor of Business Administration, Graduation: December 2014***  
MAJOR: BUSINESS MANAGEMENT | HUMAN RESOURCE ADMINISTRATION

### ACTIVITIES

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- Business Continuity Planners, June 2006 - Present; Commercial Share Services Leaders, January 2007 - Present; Emergency Response Notification Team, February 2012 – Present; Colleague Engagement & Survey Feedback Committee, January 2010 – Present.
- Communication Champions Team, June 2006 – Present. Served as newsletter editor, April 2007 – April 2008 and Team leader, January 2008 - December 2010.
- Matching Gift and Community Cash-back Campaigns, January 2008 – Present; an extreme volunteer.
- Excellence Achievement Team Winner, December 2012; Continuous Improvement & Innovation Award (Ci&i) Nominee, August 2012; Excellence Achievement Team Nominee, November 2011, December 2012; Colleague Sweet Rewards Nominee, September 2006, June 2013.

### PROFESSIONAL EXPERIENCE

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RBSCFG CITIZENS BANK, Philadelphia, PA February 2006 - Present

#### **Operations Analyst, Regional Services – Logistics Courier Operations**

- Manage 14 business unit's continuity plans; engage in risk security training, division's HRM (JML process), end-users and applications records information for 125+ employees in 28 work centers across 12 states.
- Administrative experience creating agendas, tracking action items, reconcile financial expenses, budgets, supplies and event planning for colleagues, building and off-site engagement activities.
- Engage in Workout Program yielded an annual cost savings of \$321K to the bank.

QUICK COURIER, Plymouth Meeting, PA October 2002 – January 2006

#### **Customer Service Representative, Courier - Delivery Services**

- Understanding of project management by developing employee database to record HR information and training courses for transportation employees.
- Provided customer service dispatch requests of courier delivery services.
- Reconciled deposits, coordinated mail distribution, maintained inventory and supply ordering.

VERIZON INC, Philadelphia, PA October 1979 – December 2001

#### **Specialist Manager, Customer Service Telecommunication - Digital Subscriber Line (DSL)**

- Managed daily operations for 29 Telephone Company analysts specialized in DSL provisioning.
- Provided telephone support to subscribers of custom DSL, technical information, broadcasting and provisioning.
- Start-up area 1<sup>st</sup> customer call center and provided trouble-shooting for call-tree volumes for 700+ customer service subscribers.

### SKILLS & ACHIEVEMENTS

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- MS Office, SharePoint, Crystal Reports, SunGard LDRPS, MINITAB applications
- Familiar with IBM Connections
- Certified Lean Six Sigma Green Belt
- Trained Workout Program Champion and Facilitator
- Chairman's Good Banking Award
- Excellence Team Achievement Award
- Performance-Plus Award