

Margaret Clemmer

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Professional Summary

Customer Service Representative with an outstanding background in customer service, sales and banking. Addresses all questions and concerns with customer satisfaction in mind. Banking professional successful at cross-selling bank products and services. Hardworking and outgoing team member versed in cash handling processes and management principles.

Skills

- Cash handling expertise
- Consumer banking specialist
- Savvy relationship-builder
- Goal-oriented
- People-oriented
- Detail-oriented

Work History

Telephone Member Service Representative

06/2013 to Current

Police and Fire Federal Credit Union - Bensalem, PA

- Maintained friendly and professional customer interactions.
- Answered telephone inquiries on banking products including checking, savings, loans and lines of credit.
- Executed wire transfers, stop payments and account transfers.
- Collected member loan payments.
- Handled various accounting transactions.
- Exceeded sales goal

Opened accounts with a cross sale ratio of products opened.

Teller

07/2011 to 06/2013

PNC – Abington, PA

- Executed customer transactions, including deposits, withdrawals, money orders and checks.
- Rapidly and efficiently prepared customer and ATM cash and change orders.
- Organized, stocked and maintained the teller window area.
- Pulled daily branch reports.
- Sold cashier's checks, traveler's checks and money orders.
- Processed exchange and foreign currency.

Answered telephone inquiries on banking products including checking, savings, loans and lines of credit.

Education

Business Management

Current

Temple University – Philadelphia, PA