|  |
| --- |
| **Brandon JobNexus – Junior HR / Senior Customer Service Professional** |

**Email: brandonjobnexus@jobnexus.com; Mobile: +555 XXXXXXXXX**

**Professional Summary**

Highly experienced **Customer Service Representative** with 6-years’ experience working for a global bank, fulfilling a multifaceted role as a banker and customer service officer with additional responsibility for team leadership, training and recruitment. Actively seeking an opportunity to apply existing skills within an ambitious organisation that supports career development, open to entry level business and HR roles.

**Career History / Work Experience**

**March 2020 to Date: Scotiabank: Acting Universal Banker**

* Expanded duties to include Acting Universal Banker role, contributing to office sales goals and business-related objectives by promoting products and services.
* Generating new business leads and gaining customer referrals.
* Act as a lobby manager to ensure customers are appropriately triaged and assisted in a timely manner.
* Develop business relationships with potential customers through cold sales calls and networking.
* Process customer transactions and promote positive public relations.
* Research and resolve issues and analyze account closures to identify future business opportunities.
* Create and update excel trackers and send emails for financial advisors via SIMON Marketing portal,

**July 2014 to Date: Scotiabank: Senior Customer Representative & Team Leader**

* Hired to instil a culture of high-level customer service across all banking departments, with a key focus on forging and strengthening relationships with customers.
* Resolve customer queries and concerns quickly and escalate issues where necessary.
* Provide exemplary service management in line with business policy and procedure.
* Foster relationships and trust with both internal and external stakeholders.
* Interview candidates, feedback to hiring managers and communicate with candidate as needed.
* Complete new hire onboarding and mentor through orientation and training.
* Coach and train employees on frontline standards and expectations, cash handling, custody requirements, FFT, and the Intralink system.
* Apply risk appetite policies and support risk culture in daily activities.
* Facilitate periodic performance reviews with team members and provide regular feedback.
* Schedule, coordinate, and facilitate daily morning meetings and weekly team huddles.

**Education**

* Bachelor of Arts (BA) in Humanities and Business Administration
* Diploma in Human Resources Management (Pending CHRP designation)

**Key Skills**

|  |  |
| --- | --- |
| * Human Resources & Recruitment
* Customer Service & Issue Resolution
* Financial Services & Business Operations
 | * Microsoft Office
* Certified First Aid Responder
* Occupational Health & Safety
 |

**Personal Details**

* Languages: English (Native) / French (Conversational) / Italian (Conversational)
* LinkedIn: www.linkedin.com/in/brandonjobnexus