

ZOE TURNER

Bank Clerk

✉ z.turner@email.com

☎ (123) 456-7890

📍 Brooklyn, NY

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Science

Business Administration

New York University

📅 2009 - 2013

📍 New York, NY

SKILLS

- HubSpot CRM
- FIS Global's Phoenix
- Adobe Acrobat
- Fiserv's Signature
- LexisNexis Risk Solutions
- Xero
- QlikView
- Mint
- Gmail
- McAfee

WORK EXPERIENCE

Bank Clerk

JPMorgan Chase & Co.

📅 2018 - current 📍 Brooklyn, NY

- Implemented HubSpot CRM to streamline customer relationship management, which resulted in a 47% increase in client satisfaction
- Utilized FIS Global's Phoenix to optimize transaction processing that **reduced errors by 26%**
- Digitized document management using Adobe Acrobat, reducing paperwork by 39% and improving document retrieval speed
- Managed financial records and accounts with Xero, maintaining a ledger book that reflected 99% accuracy

Customer Service Representative

Bank of America

📅 2015 - 2018 📍 New York, NY

- Resolved customer issues and assisted with account inquiries, leading to a **34% increase in account renewals**
- Conducted financial transactions accurately, maintaining a 99.9% error-free transaction record
- Collaborated with team members to provide speedy customer service, which reduced average waiting time by 81%
- Ensured data security and protection of customers' information by maintaining McAfee antivirus software, preventing of malware attacks

Cashier

Walmart

📅 2013 - 2015 📍 New York, NY

- Provided efficient and accurate cashier services, maintaining a 98% checkout accuracy rate
- Assisted customers with product inquiries and issues, ensuring a positive shopping experience and increased client satisfaction
- Executed risk assessment using LexisNexis Risk Solutions, which ensured compliance and **reduced fraud incidents by 51%**
- Generated data insights and reports with QlikView, leading to data-driven decision-making and a 23% increase in revenue