**[Customer Service Professional](https://www.postjobfree.com/resume/ad0e1b/customer-service-syracuse-ny)**

**Location:**Syracuse, NY

**Posted:**October 16, 2023

**Contact Info:**

[haileeiijones@gmail.com](mailto:haileeiijones%40gmail.com?subject=Customer%20Service%20Professional)

[607-768-2510](tel:+1-607-768-2510)

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**Resume:**

Hailee Jones

114 Mariposa Street Syracuse, NY 13206

(607)-768-2510 haileeiijones@gmail.com

Summary

Actively employed service professional since 2013; currently seeking new challenging opportunities to advance my work experiences and build skill set. Strong customer service experience, trusted cash-handling and transaction processing, and team leadership.

Education

Currently working toward a degree in Individual Studies: Liberal Arts at SUNY Broome with a focus in Business Computer Technologies: Concentration includes the following completed course work: Computer Applications Computer Programming

Accounting Business Problem Solving and Communication Marketing Applied Sciences

Technical Skills

MS Office Suites

Cash Handling Transaction Processing

Store displays Planograms

Soft Skills

Communication Collaboration

Self -Starter Leadership

Analytical Calmness Under Pressure

Working Experience

Home Sweet Home, Syracuse NY March 2022- Present

Home Care Professional

• Effectively providing services to all types of individuals and homeowners in achieving cleanliness throughout their living quarters

• Assisting team members in time management as well as quality checks

• Properly communicating any and all concerns from customers to management while troubleshooting solutions

• Proficient use of Google Docs, Google Drive, Excel Spreadsheets, Quickbooks Workforce, and Asana

• Securing privacy to all clients while providing services throughout all living spaces AmeriCU Credit Union, Syracuse NY September 2021-December 2021

Teller

• Adhered to strict safe deposit box operations and guidelines.

• Organized customer transaction receipts daily to ensure proper fulfillment in a timely manner.

• Assisted the manager with audits and daily vault balance which exceeded $60K.

• Balance cash drawer and ATMs, handling $30K+ per day.

• Ensure customer satisfaction with patience and a positive attitude; encouraging them to be proactive with their banking and connect customers with account managers and loan officers.

• Adhere to strict opening and closing procedures to protect employees and bank assets. The Night Shift, Endicott, NY July 2013- September 2021 Supervising assistant

• Facility / Asset care & maintenance

• Complete daily rounds of facility

• Support on-site manager with added tasks as needed for team support

• New hire training on completing array of Janitorial services and daily tasks

• Chemical safety training

• Security Background checked for access to Government facilities Christmas Tree Shops, Johnson City NY October 2017 - September 2019 Visual Merchandising Associate

• Utilized strategic methodology for product placement

• Distributed team priorities and offered guidance for project completion

• Retail Sales Associate providing quality customer service & support

• Experienced in working in Warehouse Environments & safety Subway, Johnson City, NY January 2016- October 2017 Sandwich Artesian

• Provide quality customer service

• Prepared food by following appropriate DOH Regulations

• Care & maintenance for kitchen, dining room & facilities

• Opening & closing procedures and cash handling

• Training of new hires

• Assisted in inventory checks and supply reports

Volunteer Activities & Achievements

Attended SUNY Broome Computer Sciences Program Anticipated Graduation May 2021 Graduated with Advanced Regents Diploma Johnson City Senior High School 2015 National Honors Society 2011-2015 High School Varsity Tennis 2011-2015

Mathletes 2011-2015

Memorial Day Veteran Flag Volunteer setup and removal 2012-2015 Dollars for Scholars phonathon 2015