**[Customer Service Business Development](https://www.postjobfree.com/resume/adzjx9/customer-service-business-gainesville-fl)**

**Location:**Gainesville, FL, 32601

**Posted:**September 08, 2023

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**Resume:**

Maureen Millner

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Professional Summary Results driven customer service professional focused on delivering exceptional support for diverse needs. Sales and service expert with solid record of accomplishments in exceeding performance targets while maintaining exceptional quality standards in all interactions.

Skills • Strong attention to detail • Time management

• Consultative sales • Customer service

• Customer Relationships • Problem Solving

Experience

AUGUST 1997 – MARCH 31, 2022 -RETIRED

Truist – Formally BB&T Clearwater, Florida

Positions Held: Commercial Loan Assistant, Branch Banker IV, Universal Banker, Backup Head Teller.

• Owning the entire Commercial Account Opening process for four Relationship Managers on the West Florida Commercial team.

• Responsible for daily NSF Reports, contacting client and collecting funds to pay items.

• Implemented solutions for service issues and recorded customer interactions in Client Central.

• Sold products to customers during routine service calls using strong cross-selling abilities.

• Brought in new leads with presentations, referrals, and sales meetings.

• Kept accurate drawer counts with correct handling of cash transactions.

• Served customers by going above-and-beyond to offer exceptional support for all needs.

• Opened, closed, and updated accounts based on individual customer needs.

• Back-up Teller as needed. Managed the vault and sold cash to the tellers, completed teller audits and negotiable audits. Responsible for open and closing the branch.

Education

Formal

Gulf High School, New Port Richey, FL

Professional Education & Training

• Truist's continuing education for Commercial Lending, Federal Regulations, New Accounts, Ethics, and other career related coursework.

Awards • Highest rank achieved for sales goals within the region.

• Was the number one producer in the entire bank for one day.

• Top producer of third quarter in 2014.

• My Bayonet Point team won the Presidential Cup in 2015 for top branch in all areas of sales and referrals.

• My East Bay team won an award for top branch for the quarter for sales and referrals.

Community Service • Relay for Life - Fundraiser

• Truist Bank - Lighthouse Project