

Kenisha Graden

Customer service

Jacksonville, FL 32219

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Securing a career that will allow me to use my communication and organizational skills. As well as my customer service background, that has provided me the ability to work well with people.

Authorized to work in the US for any employer

Work Experience

Automated Service Rep I

First Florida Credit Union - Jacksonville, FL

April 2016 to August 2019

- Answered general questions
- Answered calls from members and current co-workers
- Resolved customer complaints
- Processed teller transactions
- As an Automated service rep, I processed unauthorized ACH debits/credits. I also processed affidavit of forgery's. I was responsible for manually processing checks that exception out, as well as debiting accounts for returned checks. I posted member's payroll to their account. I was also responsible for posting incoming wires to member's account, along with processing outgoing wires for members. I balanced GL's using Microsoft excel, I am experienced with Microsoft office, word, and outlook.

Teller II

BBVA Compass - Jacksonville, FL

March 2015 to April 2016

Provided excellent customer service by answering or referring financial questions to correct supervisory staff

- Processed customer's deposits, withdrawals, loan payments, cashed savings bonds, and processed night drop transactions
- Maintain and balance cash drawer daily, without any shortages
- Balanced the ATM, and uploaded it daily
- Recognized for having the most teller referrals, and increasing sales of additional services.

Assistant Manager

Advance America - Jacksonville, FL

January 2013 to February 2016

Delegation of daily tasks , as well as coaching, and feedback sessions with all employees.

- High volume cash handling skills
- Trained employes
- Made daily center deposits
- Created the center schedule
- Opened and closed the center

- Fax, copy, printing and all office correspondence •Data entry
- Customer retention calls
- Collection on past due accounts

Manager

Checkers Drive-In Restaurants, Inc. - Jacksonville, FL

February 2007 to January 2013

- Recruiting/Training employees
- Creating store schedule
- Inbound and out bound correspondence with vendors
- Store maintenance
- Ordered inventory
- Counted inventory daily
- Cash handling experience
- Daily store deposits
- Data entry

Restaurant experience with prepping, cooking, and serving customers. Assistant with taking orders and totaling customers orders. Resolved customer complaints with satisfaction. Recognize for have a high volume performing store.

Education

High School Diploma

Jean Ribault Senior High School

Skills

- Customer Service
- Customer Support
- Call Center