

MICHELLE RIVERA

ACCOUNT SERVICE REPRESENTATIVE

PROFILE

A self-motivated Entry Level Account Service Representative committed to working in fast-paced environments while maintaining quality standards. Adept at learning new concepts and applying acquired knowledge of basic business functions. Specialize in astute observation with diligent attention to detail. Effectively answer questions regarding customer accounts, sell products and services, update account information, customer records.

CONTACTS

- ☎ 234.258.7005
- ✉ michelle@email.com
- 📍 Street, State, ZIP, Country

CORE SKILLS

- ✔ Customer Service
- ✔ Problem-Solving
- ✔ Detail-oriented
- ✔ Communication
- ✔ Transactions Performance
- ✔ Cash Management
- ✔ Database
- ✔ Information Gathering
- ✔ Negotiation
- ✔ Information Updating
- ✔ Customer Records

EDUCATION

- ✔ Bachelor of Science State University, New York, USA
2000-2005 Business Department

WORK EXPERIENCE

- ✔ Account Service Representative
February 2016-Present
BIG COMPANY, New York
 - Participate in special workshops for interns involving simulated client situations and issues.
 - Complete a summer internship program while working with experienced Account Representatives.
 - Enter client information into a database and confirm the accurate entries.
 - Compile account-related information and check recorded data for accuracy.
 - Handle basic duties such as collecting account information.
- ✔ Account Representative Intern
September 2015-January 2016
TECHNOLOGIES, New York
 - Provided excellent customer service while servicing accounts.
 - Followed industry and company guidelines when effectively performing transactions.
 - Ensured that transactions performed to the highest standard and accuracy.
 - Cross-trained in multiple disciplines including cash management, transfers, and new accounts.
 - Efficiently monitored and followed up quote submissions.

ADDITIONAL EXPERTISE

- ✔ 6+ years Microsoft Office – Word and Excel
- ✔ 3+ years Quick Books
- ✔ 65 WPM Typist

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Office 2013 Simplified Elaine Marmel,2013-04-15 Explains how to effectively utilize the latest version of the integrated software package covering Word Excel PowerPoint Outlook and Access **The CPA Journal** ,2007 **Congressional Record** ,1876 *Digest* ,1893 The Southern Lumberman ,1907 GMAT Verbal Workbook Ingrid Multhopp,2003

Kaplan GMAT 2004 Kaplan, Inc,2003 Nearly 200 000 M B A aspirants tke the GMAT annually to gain admission to business school a growing number year after year This year even more students are expected to take the GMAT to make themselves more competitive in the job marketplace Kaplan GMAT 2004 features Proven strategies to score higher on all areas of the CAT Computer Adaptive Test Hundreds of realistic practice questions One full length exam with detailed explanations for every answer Expert advice on writing effective essays Since 1997 when the GMAT became available exclusively on computer Kaplan has offered innovative computer adaptive test taking strategies SunExpert ,1998 *The Literary Digest* ,1892

Literary Digest: a Repository of Contemporaneous Thought and Research as Presented in the Periodical Literature of the World Edward Jewitt Wheeler,Isaac Kaufman Funk,William Seaver Woods,1892-11

How to Write a Resume (Interview Tips and Job Interview Questions) Richard Forbes,Resume Templates,Cover Letters,Sample Resumes,2015-06-11 How to Write a Resume Interview Tips and Job Interview Questions Learn How to Craft a Professional Resume to Find Your Dream Job Easily Everyone in the business world knows that having a good strong resume can mean the difference between getting a job and not getting a job You will need to have a resume that is crafted professionally and that will reflect you your job abilities and your experience Having a good looking resume is so important when you are searching for a job that it should be your number one priority It is the first thing that a potential employer will see before he or she meets you so you want it to really be compelling and make them want to pick up the phone and call you for an interview How to write a resume is one of the books to read if you want resume writing secrets great tips and tricks to get your resume noticed over other applicants Tags how to write a resume cover letters sample cover letter resume template resume templates professional resume template writing a cover letter how to write cover letter how to write a cover letter resume examples example of a resume examples of resumes how to write a good resume job resume how to create a resume create a resume creating a resume how do you make a resume sample resumes best resume best resume format best resumes resume tips resume writing tips the perfect resume resume help resume writing services customer service resume resume services simple resume make a resume professional resume writers resume writer resume writers how to write resume resume writing write a resume resumes resume objective resume maker functional resume resume formats objective for resume how to build a resume resume outline curriculum vitae how to write a cv cv template cv format cv examples cv templates samples how to make a cv how to write cv writing a cv cv writing service cv resume The Career Artisan Series: The 21st Century Resume & Linkes to Custom Templates Mary Elizabeth Bradford,2011-07 Resumes That Hack the Job

Hunt Erica Golden,2017-05-25 A three step guide to writing resumes that get real results in today s job market from an expert career coach experienced HR professional and recruiter who has helped 5 000 clients make career transitions in the modern workplace Encyclopedia of Job-winning Resumes Myra Fournier,Jeffrey Spin,2006-01-01 This is the most helpful and comprehensive resume book you can buy It includes more than 400 success proven resume expamples that teach you how to personalize your resume according to your own unique career situation The 17 chapters contain resumes that cover all major industries span all job levels from entry level to CEO and are helpfully arranged by both job field and title to make it easy for you to quickly locate the resumes that address your particular field or situation The first chapter includes expert advice on what to include on your resume and what to omit what to emphasize and what to tone down It is specifically designed to keep reading to a minimum so you can start sending out your resume as soon as possible The second chapter devoted to creating hard hitting cover letters includes 40 examples tht cover a wide varitey of typical career situtations while the third chapter include 30 includres 30 resumes that cover difficult circumstance There is even a chapter devoted to students to help new graduates joining the workforce Knock 'em Dead Resume Templates Martin John Yate,2014 On the list of things you want to do in life writing a resume is right up there with hitting yourself in the head with a hammer Yet your resume is the most financially important document you will ever own When your resume works you work and when it doesn t you don t either It s that simple Knock em Dead Resume Templates shows you how to write a killer resume and includes 105 ready to use Microsoft Word resume templates You get resume writing advice from a New York Times career bestseller plus 105 Microsoft Word resume templates This is a winning combination that doesn t exist anywhere else Knock em Dead Resume Templates is unique Martin Yate CPC knows how to write a resume that works He shows you how employers think about prioritize and express their needs for your job Then he shows you how to leverage these insights to write a killer resume that will be more discoverable in resume databases and will then speak clearly to the recruiters and hiring manages who read it Martin shows you how to sell your skills with integrity You get all the advice on resume writing from the latest Knock em Dead Resumes plus 105 ready to use Microsoft Word resume templates It s a combination that you can t beat A killer resume is the foundation of every successful career and the tactics in these pages will guide your success for years to come Knock em Dead Resume Templates is the definitive resource for creating a resume that gets results and helps you reach that next step on your professional path This winning combination doesn t exist anywhere else Knock em Dead Resume Template is unique The future is here what are you going to do *The Resume Coloring Book* Lea McLeod,2013-12-03 The Resume Coloring Book is a DIY formula for a successful professional resume template This template has gotten my clients interviews faster and more successfully than when they were writing a r sum on their own and not getting any results And it s simple Using a color based easy to follow method you will create your DIY resume that looks like it was created by a professional has a 60% better chance of being read and greatly increases your chances of getting more interviews The

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