

# 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  
2000-2005 State University, New York, USA  
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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**Kaplan GMAT 2004** Kaplan, Inc,2003 Nearly 200 000 M B A aspirants take 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

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