

Nicole Murray

nicole.murray@praux.com

919-938-3879



16 Eden Drive Smithfield, NC 27577

Objective

- Highly motivated, customer service professional with over 10 years experience in customer relations as a bank teller/loan officer, and an e processes. Worked in various customer relation positions promotions of greater responsibility and meeting established
- Demonstrated the ability to obtain new accounts and
 - Indirectly directed up to five Customer Relationships
 - Ability to work with minimal supervision.
 - Highly motivated with a strong desire to succeed.

Key Words		
customer	responsible	accounts
service	established	sales relationship
backup	automotive	dealt
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Employment History

- 04/2011-06/2012 **Autozone** Garner, NC
Commercial Driver
- Responsible for delivering automotive parts to established auto mechanics in the area. Kept up with daily driving logs and responsible for maintaining the general upkeep on my assigned truck. Filled in as backup Commercial Manager in his absence. Assisted customers one on one on the sales floor, to ensure they receive the correct automotive parts. Responsible for operating and balancing a cash drawer.
- 10/2000-05/2004 **RBC Bank** Garner, NC
Customer Service Representative
- Dealt with customer deposits and account issues. Promoted the sale of deposit accounts and analyzed and recommended account upgrades to save the customer banking costs and increase the bank revenue. Accomplished by combining accounts thus increasing customer service efficiency. Served as backup Customer Service Officer as needed. As backup Customer Service Officer, I was responsible for the Customer Service Representatives, drawer balancing, ordering currency from the Federal Reserve, and vault accuracy.
- 05/2004-06/2007 **RBC Bank** Garner, NC
Relationship Banker (Loan Officer)
- Promoted to Relationship Banker and attended three months of extensive training in the aspect of consumer, real estate, and commercial loans. Duties included meeting of established sales goals through employee referrals, company referrals, cold calls, and research of existing client base. Achieved approximately 95% of sales goals each quarter. Filled in as Senior Relationship Banker in her absence.
- 10/1998-10/2000 **American Credit Company** Smithfield, NC
Customer Service Representative
- Responsible for accounts receivable, contacting customers on delinquent accounts, and managed delinquent accounts once into repossession status. Mainly dealt with buy here pay here car dealerships.

Education

- 1998-2000 **Johnston Community College** Smithfield, NC
Course work Associate in Science. Competent computer skills in Microsoft Office.
- 1998 **Smithfield Selma High School** Smithfield, NC
Graduated from Smithfield Selma High School. Course work college prep.

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