

Luciana Bowers

Client Services Representative

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STRENGTHS

- Customer Engagement**
Consistently recognized for turning initial client interactions into long-term positive relationships, gaining repeat business.
- Team Collaboration**
Regularly engaged teammates to share insights, resulting in collective growth and improved processes across departments.
- Time Management**
Effectively balanced competing priorities, ensuring all tasks completed ahead of deadlines despite a challenging workload.
- Problem Solving**
Recognized as a go-to resource when resolving client issues, earning respect from colleagues and management alike.
- Regulatory Compliance**
Kept abreast of ever-shifting banking laws, helping to sustain our institution's reputation amid a multidimensional regulatory landscape.

SKILLS

Customer Service

Conflict Resolution Cash Handling

Sales Techniques

Communications Skills

Regulatory Compliance

Team Building Time Management

Attention to Detail

Product Knowledge

Financial Transactions

Relationship Management

Data Entry Problem Solving

Cross-Selling

SUMMARY

Passion for client service drives commitment to excellence in banking interactions. Over three years of experience delivering personalized assistance and resolving financial inquiries. Build lasting relationships based on trust, consistently addressing individualized client needs while promoting relevant banking products. Expertise in ensuring compliance with regulations, enhancing operational efficiency and team collaboration. Strong ability to manage multiple tasks within fast-paced environments, maintaining accuracy and accountability in cash handling and process adherence. Eager to contribute skills and grow alongside a dedicated team focused on enriching client experiences.

EXPERIENCE

Client Services Associate

Community Trust Bank 📅 March 2021 - Present 📍 Chicago, IL

Deliver exceptional client services and accurately process daily transactions at a bustling bank branch. Responsible for effectively addressing client inquiries and promoting banking products to enhance customer engagement and satisfaction. Strengthen client loyalty through attentive service while adhering to bank policies and compliance standards.

- Handled daily financial transactions efficiently, ensuring service quality meets established guidelines.
- Identified client needs through open dialogue, successfully promoting relevant products and directing referrals.
- Built strong client relationships by addressing individuals by name and acknowledging their unique situations.
- Actively participated in team meetings, sharing insights that contributed directly to improved service strategies.

Banking Intern

SecureBank 📅 June 2020 - February 2021 📍 Evanston, IL

Provided essential support within the dynamic operations of a banking office, focusing on backend tasks to facilitate customer service delivery. Gained hands-on experience that refined abilities in cash handling while reaffirming knowledge in compliance training and effective communication.

- Supported daily banking operations, enhancing teamwork and participating actively in customer service initiatives.
- Promoted various banking services, positively impacting branch sales goals and broadening client outreach.
- Participated in ongoing training sessions to acquire in-depth knowledge of compliance requirements and best practices.
- Assisted in balancing cash drawers and completing transaction audits, ensuring precise record-keeping.

Teller

First National Bank 📅 January 2019 - May 2020 📍 Oak Park, IL

Engaged clients through personalized transactions, playing a crucial role in maintaining operational integrity as a frontline representative. Fostered an environment of trust and reliability by ensuring timely responses to inquiries and executing financial services proficiently.

- Processed diverse financial transactions promptly, upholding high standards of data confidentiality.
- Resolved various client inquiries with urgency, contributing towards elevated customer satisfaction scores.
- Collaborated on achieving branch sales targets through effective teamwork and proactive client engagement.
- Balanced cash drawers systematically while assisting with end-of-day activities to guarantee accurate reporting.

LANGUAGES

English Native

Spanish Proficient

MY CAREER



● Client Services Associate at Community Trust Bank (5.2 Years)

● Banking Intern at SecureBank (8 Months)

● Teller at First National Bank (1.3 Years)

LEADERSHIP & AWARDS

- Top Performer Award for outstanding client service (2022)
- Employee of the Month recognition (July 2021)

EDUCATION

Bachelor's Degree in Business Administration

University of Illinois 🎓 GPA: 3.8 📅 2018 📍 Champaign, IL

Coursework: Financial Management, Marketing, Accounting Principles, Business Law

CERTIFICATIONS

- Certified Customer Service Professional 📅 2021
- ACH Payments Certification 📅 2022

TECHNICAL SKILLS

- **Transaction Processing Software:** FIS, Jack Henry, Fiserv
- **Communication Tools:** Microsoft Teams, Zoom, Outlook
- **CRM Systems:** Salesforce, HubSpot, Zoho
- **Financial Analysis Tools:** Excel, QuickBooks, SPSS
- **Document Management Systems:** DocuSign, Microsoft SharePoint, Google Drive
- **Payment Processing Platforms:** Nacha, PayPal, Stripe
- **Desktop Productivity Tools:** Microsoft Office Suite, Google Workspace, LibreOffice
- **Security Protocols:** Two-Factor Authentication, Encryption, Data Loss Prevention
- **Task Management Software:** Trello, Asana, Monday.com
- **Client Relations Softwares:** Zendesk, Freshdesk, Intercom

PROFESSIONAL AFFILIATIONS

- Active member of the Chamber of Commerce networking group
- Volunteered at local food bank fundraising events

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST