

# JAMIE PETERSON

2468 McKenzie Ave • Bellingham, WA 98225 • 360-820-8504 • jpeterson2468@gmail.com

## Relevant Skills & Abilities

Ten key by touch	Capacity to shoulder higher responsibility	Skilled at understanding and defusing customer concerns
Comfortable with office technology- multiline phones, printer, copiers & fax machines	WA State notary public	Ability to follow corporate, state & federal procedures & regulations
Learns internal software programs with ease	Works well in team environment	Maintains strict confidentiality
Strong work ethic		

## Experience

Heritage Bank

Aug 2016 to June 2018

### ***Customer Service Associate II***

Providing account services to customers by receiving deposits and loan payments.

Cashing checks, issuing withdrawals, recording night and mail deposit.

answering questions in person or on telephone;referring to other band services.

Vault teller; Atm custodian

Ensuring excellent customer service standards

CHASE BANK (Formerly Washington Mutual)

May 2006 to Dec 2015

### ***Senior Teller***

Money handling operations utilizing multiple databases

In charge of cash flow management for the branch, handling all incoming and outgoing shipments

Providing great customer service while researching and resolving customer questions and concerns

Performs opening and closing procedures including processing overnight deposits, securing work in appropriate locations, reconciling cash drawers, notary public services

Referring customers to financial solutions

OFFICE DEPOT

Jan 2003 to May 2006

### ***Customer Service Representative***

Assisted customers both as a cashier and in the furniture department

Helping customers find products or services needed

Maintained daily logs for audit purposes

Answered incoming phone calls and routed to appropriate department

Assembling furniture for display purposes and for customers by request

## Education

Skagit Valley College

1992-1994

<b>Military</b>
-----------------

U.S. Army	1989-1991
-----------	-----------

*Veteran of a foreign war*