**Alicia F. Chandler**

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**Job Objective:**

Seeking a job position of bank administrator with DBS Bank, where I can utilize my multi-tasking, problem-solving, organizational, administration, and communication skills to accomplish day-to-day functions of the bank efficiently, and provide qualitative customer-service.

**Summary of Skills:**

* More than 4 years of experience in providing administrative and financial services to customers and clients
* Strong knowledge of current banking systems, and enhancing banking administration processes
* Strong organizational and prioritization skills, and ability to handle multiple tasks simultaneously within tight deadlines
* Excellent mathematical, data entry, and IT skills with the ability to analyze, manipulate and interpret large spreadsheets and data sets
* Proficient in using MS Excel, Power Point, Outlook, Word
* Outstanding team player with ability to work independently in a fast-paced environment
* Strong written and verbal communication skills to build good relationships with customers, team members, and senior managers
* Excellent listening skills to follow instructions, and respond to issues appropriately and ability to pay attention to every detail
* Ability to deliver high quality work in line with bank policies, and regulatory requirements

**Work Experience:**

Bank Administrator

Global Management Bank, Los Angeles, CA

March 2016 - Present

* Performing day-to-day administrative tasks, including logging entries onto spreadsheets, updating customer database, and processing and filling customer paperwork
* Undertaking a range of customer-service duties, answering telephone calls, acting as a point of referral for customers' queries and complaints
* Assisting banking staff with handling customers' requests in a timely manner
* Increasing banking business by targeting and capturing prospective customers
* Building and maintaining good relationships and rapport with customers by using best banking practices
* Assisting the staff in selling banking products and services
* Identifying, and recommending methods for improving administration
* Maintaining a positive work environment, and supporting banking staff to achieve common goals and objectives
* Performing all tasks in compliance with banking policies and procedures, and maintaining confidentiality of customer information

Bank Administrator

Wells Fargo Pvt. Bank, Los Angeles, CA

December 2014 - February 2016

* Assisted in departmental budget preparation, and projecting forecast
* Ensured completeness and accuracy of data entry, and stored customer information in the database
* Assisted in designing, implementing, and monitoring new programs to attract new customers, and prepare goals and objectives
* Contributed to the continuous improvement of processes and work-flows or the bank
* Identified and escalated customer issues, and ensured their resolutions in a timely manner
* Performed other administrative duties such as filling, faxing, scanning, and indexing, scheduling meetings and appointments, documenting work flow procedures, and generating reports

**Education:**

* Bachelor of Business Administration in Banking and finance  
  University of Southern California, Los Angeles, CA  
  2014

**Reference:**

On request.