

ALEXANDREA WEST

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8104 9th St W,
Rock island, IL 61201

PROFILE

Experienced candidate applying for Data Entry Clerk at Medifast. Has excellent communication skills and experience working in a fast-paced environment. Can contribute a positive attitude and professionalism to the team at Medifast.

EXPERIENCE

Universal Member Service Representative, IH Mississippi Valley Credit Union; Milan, Illinois — 2017-2020

Listened attentively to member's expressed and unexpressed needs, building relationships while performing teller transactions, loans, and account opening efficiently and accurately

Led the training of 5 team members to guide and prepare them for their certification test

Customer Service Representative, AT&T; Davenport, Iowa — 2017

Identified customer's needs, researched every issue, and provided effective solutions for customers while seizing opportunities to upsell and offer additional services to existing customers

Personal Banker, American Bank & Trust; Moline, Illinois — 2016-2017

Maintained superior knowledge of financial products and services to deliver excellent customer care during teller transactions, customer inquiries, and new sales opportunities

Cashier, Customer Service Associate, Server, Hy-Vee Grocery; Iowa City, Iowa — 2010-2016

Provided quality customer service by handling customer questions and complaints during service experience at cash register, customer service desk, and sit-down restaurant

EDUCATION

University of Iowa, Iowa City, Iowa — Bachelor of Arts, 2016

SKILLS

Creative problem solving

Attention to detail

Microsoft Office (Word, Excel, PowerPoint) - intermediate