

Tia S. King

Address: 4705 Atlantic Avenue, Apt 2C, Atlantic City NJ 08401

Phone: 856-690-2462 **Email:** Mrstiaking@outlook.com

Education

Long Island University

Major: Sports Medicine

Atlantic City High School

Certificate: Diploma

Long Island, NY

Years: 2004-2007

Atlantic City, NJ

Years: 1999-2003

Qualifications

I am a highly organized, ambitious, trustworthy, and persistent worker. Strong problem solving and decision making skills with the ability to develop and implement effective action plans have allowed advancement within the banks and casino industry. Committed to enhancing knowledge of front desk, and banking as well as the company's policies, procedures and internal controls.

Skills

Microsoft Windows XP, Office: Excel, Power Point, Word, AS400, and excellent customer service

Work Experience

Margaretville/Atlantic City, NJ

Server

3/2013-8/2015

Greets and welcomes all guests in a pleasant and professional manner. Provides timely cocktail service in a friendly and courteous manner. Keeps assigned areas clean and empty of glasses and bottles. Constantly looks for service opportunities. Responds to and resolves guest complaints. Answers guest questions and is knowledgeable about property events and attractions. Performs all side work at assigned station, such as, stocking coffee, glasses, sugar, cream and coffee dispenser. Meets the attendance guidelines of the job and adheres to regulatory, departmental and company policies.

Borgata Casino/Atlantic City, NJ

Front Desk Agent

11/2009-2/2013

Welcome and register guests and offer those services and room rates. Handle guest check in and checkouts professionally and in a welcoming and specialized manner. Make changes and confirm reservations by means of the Lodging Management Systems. Maintain the hotel's high standard of service and hospitality. Verify that all updated reports have been run. Represented the Hotel in regard to guest complaints and situations that require instant action. Collected payment following all cash handling rules. Ensured the desk was always attended.

Bank of America/Atlantic City, NJ

Teller/Admin Assist

7/2007-11/2009

Im

Responsible for cash/checking deposits, processing loan payments, opening accounts, getting direct deposits accounts activate atm/debit cards. Cash handling, customer service, balance drawer, petty cash, and place orders for inventory. Maintained proper cash limits, cashed checks, accepted deposits, and issued cashier's checks, money orders, traveler's checks, cash advances, and funds transfers. Initially hired as entry-level teller; promoted due to accuracy, speed, and skills. Assisted in all clerical responsibilities within the bank. Supported clients in all banking transactions.

Geico/Woodbury, NY Customer Service Rep/Admin Assistant 8/2004-7/2007

Responsible for insurance claims handling for GEICO. Claims Service Representatives are the first point of contact for customers involved in accidents and deliver on GEICO's promise "to be there" when they need us most. Accidents and natural disasters are traumatic experiences, and it takes a special person to empathize and provide outstanding customer service during these situations and that's what I did. I also answered calls, mail fax, copy, file, and work on special projects for other departments. Enter claims in system and generate claim numbers for clients.

References upon request