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Objective: To obtain a more highly challenging position with a company that is fast paced and encourages advancement.

Qualifications:

Strong Work Ethics, Detail Oriented, Highly Organized, Dedicated To Operational Excellence, World Class Customer Service, Build Strong Relationships, Think Quickly To Handle Difficult Situations, Ability To Train, Motivate, And Supervise Customer Service Employees, Excellent Interpersonal Skills, Extensively Trained In Time Management, Ability To Work In A Team Or Individual, Can Work Unsupervised, Self Starter, Process Time Cards, And Maintain/Update Accurate Inventories, Plan Plus Software, Palm Os, Microsoft Office 2003, 10 Key, Possess Solid Computer Skills, Quick Learner Of New Applications

Education:

2006- 2007

Coast Health Educational Center, Anaheim, Ca
SLVN-graduated with a diploma/certificate
Franklin Covey

Focus: Achieving Your Highest Priorities
1997-2001
Long Beach Polytechnic High School, Long Beach, Ca
Graduated-diploma

Experiences:

February 2016- Present Comerica Bank, Customer Service Representative

- Provide Excellent Customer Service to every customer, team mates and shareholders
- Verify signature cards for proper scanning
- In charge of opening and closing banking center
- Ensure all marketing materials are within compliance and is not out dated
- Process transfers, deposits, withdraws and wires for customers
- Cross sell banking products to customers and non customers
- Assist Banking Center Manager with opening accounts and training new associates
- Help guide customers to claims and resolutions center

2009-August 2015 Bank of America, Teller Operations Specialist

- Help lead the banking center perform, and achieve success in sales, service, and operational excellence.
- Consistently Observe and Coach tellers and develop action plans to ensure tellers exceed in performance.
- ensure customer's transaction are conducted proficiently and accurately
- Assist tellers in sales and complex transaction within policy and procedures
- Work one on one with tellers to ensure they deliver, communicate, and create interest in sales by utilizing the Teller Customer Engagement
- Manage banking center when manager is out of office
- Ensure opening and closing of accounts are perform accurately
- Assist Banking center manager in daily task and goals
- Identify and minimize risk
- Taking personal responsibility to address customer's problem and make sure that customer understand the solution

- Perform in any banking center role as needed to assist manager, customers, and provide optimal customer experience
- Lead. Coach, manage, and execute core standards for successful behaviors and process related to customers
- Process incoming and outgoing wires
- Ensure proper marketing are within compliance with auditing
- Implement assistant and manager's directives
- Execute lobby leadership
- Ensuring that all key priorities are updated

2004-2009 Productivity Consultant, Franklin Covey

- Customer service
- Shift leader
- Train new employees
- Maintain daily order and operation of business
- Ensure compliance with all audit policies
- Work directly with clients to identify priorities and time management
- Quickly and effectively solve customer challenges
- Maintain quality control and constantly seeking new ways to improve customer service
- In charge of maintaining and stocking merchandise
- In charge of opening and closing procedure
- Handle cash setup and reconcile end of day bank deposits
- Manages promotional marketing
- Receive and process shipments
- Cashiering

References:

Available upon request

Cashier Test

Score / 15

B

- 1) A roll of quarters is worth?
- \$5.00
 - \$10.00
 - \$15.00
 - \$20.00

A

- 2) A roll of dimes is worth?
- \$5.00
 - \$4.00
 - \$3.00
 - \$2.00

D

- 3) A roll of nickels is worth?
- \$8.00
 - \$6.00
 - \$4.00
 - \$2.00

C

- 4) A roll of pennies is worth?
- \$1.00
 - \$0.75
 - \$0.50
 - \$0.25

C

- 5) What does POS stand for?
- Patience over standards
 - Percentage of sales
 - Point of sales
 - People over service

9.75

- 6) What is the current sales tax rate in your city 9.75 ?

C

- 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
- \$4.06
 - \$2.06
 - \$7.06
 - \$5.06

B

- 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
- \$19.50
 - \$14.50
 - \$9.50
 - \$4.50

D

- 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
- \$6.00
 - \$8.00
 - \$10.00
 - \$12.00

A

- 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
- \$78.50
 - \$58.50
 - \$38.50
 - \$28.50

$$\begin{array}{r} 1.25 \\ 0.90 \\ 0.79 \\ \hline 2.94 \end{array}$$

$$\begin{array}{r} 1.25 \\ .90 \\ .79 \\ \hline 2.94 \end{array}$$

$$\begin{array}{r} 0.90 \\ 3.14 \\ \hline 4.04 \end{array}$$

$$\begin{array}{r} 5.00 \\ 3.14 \\ \hline 1.86 \end{array}$$

2.94

$$\begin{array}{r} 10.50 \\ 10.50 \\ \hline 21.00 \\ 14.50 \\ \hline 35.50 \end{array}$$

$$\begin{array}{r} 7.25 \\ 7.25 \\ \hline 14.50 \end{array}$$

$$\begin{array}{r} 4 \times 7.25 \\ \hline 29.00 \\ 35.50 \\ \hline 14.50 \end{array}$$

$$\begin{array}{r} 3.75 \\ 4.25 \\ \hline 8.00 \end{array}$$

2

$$\begin{array}{r} 3.75 \\ 3.75 \\ \hline 7.50 \end{array}$$

$$\begin{array}{r} 1.25 \\ 1.25 \\ \hline 2.50 \end{array}$$

$$\begin{array}{r} 2.50 \\ 2.50 \\ \hline 5.00 \end{array}$$

$$\begin{array}{r} 3.25 \\ 3.25 \\ \hline 6.50 \end{array}$$

$$\begin{array}{r} 7.50 \\ 2.50 \\ \hline 10.00 \\ 11.50 \\ \hline 21.50 \end{array}$$

$$\begin{array}{r} 5.00 \\ 6.50 \\ \hline 11.50 \end{array}$$

Cashier Test

Score / 15

A

- 11) Counterfeit pens should be used on which three denominations?
- a) \$20, \$50, \$100
 - b) \$10, \$20, \$50
 - c) \$5, \$50, \$100
 - d) \$10, \$20, \$50

C

- 12) How many times should you count change when giving it to the customer?
- a) one
 - b) two
 - c) three
 - d) no need to count

Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21 years

14) What are the acceptable forms of ID for alcohol purchases? state/gov. IDs

15) How many \$20 bills are in a bank band? 100 bills = 2000.00