

**Name:** Jasmine Young

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**Experience:**

**11/02/2015 to Current: Business Premier Banker**

**Wells Fargo, Sacramento, CA 95825**

Daily, I assist 40-70 business entities with questions/activities relating to:

- Fund availabilities and transfers;
- Stop payments;
- Bank deposits and service charges;
- Usage and limitations of ATM, and/or debit cards;
- Checking and/or saving accounts transactions;
- Check verification requests by third parties;
- Cross-selling bank product's, and services;
- Verifying client's information from ATM/debit card applications to the client's database;
- Inputting, maintaining, and/or deleting ATM and/or debit cards within the system;
- Transferring, funds to cover overdrafts per bank policies;
- Assisting customers with questions regarding Credit products – pay off amounts, interest, history;
- Assisting with Canadian Credit accounts and Elite Cardholders.
- Verifying account information for third party caller's;
- Verifying debits/checks paid for customers;
- Verifying deposits for customers;
- Reviewing returned checks and holds place on account for customers;
- Providing customers with payoffs on business lines of credit and loans;
- Processing payments;
- Submitting research on incorrect/missing deposit amounts and payments;
- Filing claims on fraudulent account activity.
- Exposure to Civ, Bcs, Mars, Faxcom, Hogan, Xpm, OIB and Ach database.

**Key Temporary Assignments Accomplishments:**

**06/09/2014 to 7/31/2015:**

My temporary assignments gave me the opportunity to enhance my good listening and interpersonal skills to quickly learn organizational processes, workflows, and policies of various companies. I am tactful and resolve customer complaints in a timely manner.

**Accounts Receivables/Collections Clerk-**

**Accounting Principles, Rancho Cordova, CA 95670**

I used the company's computerized accounting software programs (Quick Books, Excel/Word) to perform the following responsibilities:

- Assigned to maintaining front desk on occasion
- Prepared bills and invoices from sales and/or services rendered.
- Contacted customers via phone, email, fax or mail reminding them of their outstanding balances.
- Recorded customers' payments (the date paid, amount, method of payment) into the accounting software.
- Researched and resolved discrepancies by checking bills, invoices, sales receipts and bank deposit records
- Reconciled customers balance to the accounts receivable ledger to assure account were updated accurately.
- Posted cash receipts to Quick Books.
- Coordinates with the collections department to resolve collections by examining customer's payment plans and their payment history credit line.

- Verified coding to cash receipts.
- Prepared bank deposits.
- Researched unallocated cash recipes and posted them to the database.
- Maintained verbal and written communication with staff and vendors directed by management.
- Prepared financial reports detailing paid and unpaid invoices detailing active and inactive accounts, the status of the accounts and collection costs.

**Customer Service Representative -**

**Superior Vision Svc, Rancho Cordova, CA.95670**

My daily activities included the following:

- Answered and directing calls to the appropriate staff;
- Reviewed membership benefits to ensure they meet eligibility requirements;
- Analyzed claims and billing statement to resolve issues between providers and members;
- Ensured appropriate billing codes and authorization are applied accurately;
- Provided online technical assistance; and
- Assisted Ophthalmologist or Optometrist in submitting claims for services rendered.

**Customer Svc. Representative -**

**Vision Svc. Plan, Rancho Cordova CA 95670**

My daily duties consisted of the following:

- Assisted more than 100 customers with questions regarding their vision care plan benefits;
- Explained allowed and non-allowed benefits per an employer's /Medicare plan;
- Updated the membership network with new providers;
- Assisted customers with completing enrollment applications for active employees and annuitants;
- Assisted customers with updating covered services and canceling membership on line services;
- Reconciled member's claims to covered services to assure payments were recorded accurately;
- Created case files on customers' accounts informing co-workers the status of the problem(s) and how the problem was resolved or what steps were taken to resolve the problem(s) but remains outstanding; and
- Analyzed billing codes to ensure accurate payments were submitted providers.

**06/2010 to 06/2014: Quality Assurance Clerk**

**FedEx Smart Post, Sacramento, CA. 95828**

As a Quality Assurance Clerk, my primary duties involved guiding, coaching, and monitoring the activities of 20-40 co-workers, I also:

- Developed shipment plans and assured staff was assigned to their daily posts to assure goals were met;
- Assured employee's applied safety procedures for packages weighing 1 to 100 pounds;
- Scanned, posted and tracked shipments to identify imports/exports to customers;
- Prepared security reports identifying ruined, damaged, returned and missing items;
- Dispatched drivers through Transportation Management System;
- Updated truck assignment sheets;
- Reconciled yard check with yard the management report;
- Provided technical/mechanical assistance on help tickets;
- Assured documents were completed accurately;
- Emailed customers on the status of their freight; and
- Updated management on status reports.
- Analyzed and reconciled time cards to assure the Accounting Office distributed it timely;
- Reconciled Inventory Report to the Truck Log to assure designated deliveries were distributed accurately;
- Reconciled bar codes/labels to customers zip codes to assure accurate shipments; and
- Assured palletized packages are, assigned to their correct pallet for shipping.

**Education:** Attended Sacramento City College Majoring in Accounting planning to transfer to a University in NC.