




# MARIA HERNANDEZ

Client Service Representative

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Tampa, FL 



## PROFESSIONAL SUMMARY

Dedicated Client Service Representative with 6+ years of experience in delivering exceptional customer support, addressing client inquiries, and providing personalized banking solutions. Skilled at problem-solving, fostering strong client relationships, and maintaining up-to-date knowledge of banking products.

## EDUCATION

### Bachelor of Science in Finance

University of South Florida

Graduated May 2018

## Certifications

- Certified Financial Services Representative (CFSR) – Issued September 2019

## SKILLS

- Client relationship management Expert
- Problem-solving and conflict resolution Expert
- Product knowledge (loans, credit cards, savings accounts) Expert
- CRM software (Salesforce, Microsoft Dynamics) Expert
- Communication and active listening Expert
- Cross-selling financial products Expert
- Time management and multitasking Expert

## LANGUAGES

- Spanish (Fluent)
- English (Native)

## EXPERIENCE

2020 - Now

### Client Service Representative Regions Bank / Tampa, FL

- Handle up to 60 client inquiries daily, providing accurate information about banking products and services.
- Resolve customer issues, including account discrepancies, overdrafts, and transaction disputes, ensuring a high level of satisfaction.
- Advise clients on banking products based on their needs, contributing to a 10% increase in cross-sold products over the last year.
- Maintain client records in CRM systems, ensuring data accuracy and compliance with internal procedures.
- Collaborate with branch staff to ensure smooth operations and deliver seamless client experiences.

2018 - 2020

### Customer Service Representative SunTrust (now Truist)

- Provided customer support for various banking inquiries, including online banking, account management, and loan applications.
- Assisted clients in navigating mobile and online banking platforms, reducing branch visits by 12%.
- Helped clients open new accounts, offering guidance on the best products for their financial goals.
- Resolved complaints and disputes in a timely and professional manner, contributing to a 98% customer satisfaction rate.