

Kalamazoo, Michigan

(269) 400 – 1386

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Ophelia Smiley

Seeking a challenging role in auditing and accounting to apply analytical and problem-solving skills. Committed to providing exceptional service and fostering a collaborative work environment. Aspires to obtain CPA certification to further enhance professional expertise.

October 2020 – Current

B.A. - Accounting

Southern New Hampshire University

Dedicated

Enthusiastic

Organized

Problem solving skills

Teamwork

2023-Current

Associate Financial Representative Northwestern Mutual

Administrative/Office Operations support role emphasizes insurance underwriting and investment paperwork processing.

Operational Support to ensure the Maintenance of an efficient and organized financial practice supporting financial advisors in a small, fast-paced office atmosphere

Demonstrating excellent interpersonal, IT, written and verbal communication

2022-2023

Customer Experience Banker Huntington National Bank

Proactively identifying opportunities to grow customer relationships through a disciplined sales process, new customer follow-up program, outbound calling, and sourcing referrals from customers and partners.

Educating and referring customers to other areas of the bank to deepen relationships and build a strong partnership.

Adhering to all operational, security, risk and regulatory policies and procedures while handling substantial amounts of cash.

2020- 2021

Lead Teller PNC Bank

Maintained industry standards for handling cash and equivalents in massive quantities.

Supplied account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, and recording night and mail deposits

Cross-sold bank products by answering inquiries, informing customers of new services and product promotions, ascertaining customers' needs, and directing customers to a branch representative.

