

Cassy Anver

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To maintain a professional presence in the work place through job knowledge, attitude and performance. To utilize effective communication skills to expand personal skill set and to promote personal and professional growth. To acquire a position as an executive or administrative assistant.

WORK EXPERIENCE

Member Service Representative

Premier Members FCU - Westminster, CO - June 2012 to Present

- ❖ Provide exceptional service to all credit union members at all times
- ❖ Coaching tellers to help them exceed service and referral requirements
- ❖ Complete all member transactions, processing duties, balancing and documentation procedures accurately and within prescribed timeframes
- ❖ Facilitate weekly sales goals rallies and addressing any challenges with written action plans to overcome them, as well as innovation ideas to help increase sales
- ❖ Ensure all fees are charged consistently and accurately as needed, as well as branch opening and closing procedures on a daily basis
- ❖ Facilitate organizational operations to resolve problems quickly, efficiently, collaboratively and in a positive manner with members and peers
- ❖ Assisting MSC, FSR and branch manager with loan scheduling, scanning, faxing, copying, phone calls, letters, paperwork and other miscellaneous errands/tasks as needed
- ❖ Answering multi-switch phone systems in a call-center environment and forwarding them accordingly

FOH Manager

Smiling Moose Deli - March 2011 to June 2012

Handling customer complaints in a professional manner

- ❖ Ensuring orders are sent out correctly and in a timely manner
- ❖ Training new staff and maintaining Smiling Moose Deli culture
- ❖ Working with owner and BOH manager to minimize inventory costs and increase overall restaurant efficiency
- ❖ Coordinating catered events appropriately with staffing, inventory and ensuring the customers' needs are prioritized

First Assistant

Barbz Salon - November 2010 to March 2011

Greeting clients and attending to them immediately

- ❖ Answering phones, booking and scheduling appointments as needed
- ❖ Keeping up to date contact information for clients
- ❖ Sending out appointment reminders, thank you cards, etc.
- ❖ Cashiering and data entry for each service provided
- ❖ Inventory tracking and product ordering on a weekly basis.

EDUCATION

Bachelor of the Arts in Spanish Language and Literature (In Progress)

Arizona State University

August 2012 to Present

Bachelor of Science in Psychology (Incomplete)

Colorado State University

August 2011 to May 2012

SKILLS

• Type 75 words per minute; 10 key fluent • The Member Advantage- Integrity Selling for the 21st Century coursework completed • Software Fluency: XP2 Systems, Microsoft Office [excluding Microsoft OneNote], Nautilus Client Digital Filing System, Capture Net, SunCorp Check Imaging, Card Wizard, Intuit Online and Mobile Banking Solutions, Totale Receipts, Solonis and Xmedius Fax Solutions, CO-OP Extranet and COOP DataNavigator, Corillian Relationship Manager, Cisco Multi-Line Phone Solutions. • State of Colorado Notary Public; my commission expires June 27, 2017