



# Artisha Blackman

## Student

Irvine, CA

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Obtain a Full Time position in the acquired fields of my experience.

## WORK EXPERIENCE

### Bank Teller

Wells Fargo - Rochester, MN - February 2015 to May 2016

Responsibilities - Make sure all needs are met before concluding the transaction, making the client feel his/her time is being valued without being rushed - Provide a variety of teller services such as handling deposits, withdrawals, maintaining accounts, processing cash advances, transfers between accounts, process wire transfers

Accomplishments - Resolve difficult situations using the HEAL guidelines of Hearing out the customer, Easing the tension, Acting to improve the situation, and Leaving a positive impression - Form a personal connection with each and every customer that enters our facility making them feel special

Skills Used - Self-starter, dependable, and able to work within deadlines under pressure - Actively listens to each customer by communicating the customer's value, thereby maintaining a friendly, positive and professional attitude - Possess good judgment, and the ability to accept responsibility and handle confidential information

### Customer Service/Technical Support

Charter Communications - Rochester, MN - July 2014 to August 2015

- Accept inbound calls - Provide excellent customer service every call - Issue significant support for customer cable service

### Customer Service Specialist Seasonal

Workforce Development- Rochester, MN - June 2014 to November 2014

- Provide excellent customer service to customers, participants and staff - Handle all reception activities; answer phones, welcome visitors - Maintain staff schedules as

needed, process incoming and outgoing mail, maintain filing system - Performs any other appropriate tasks as requested

## **EDUCATION**

Business in Business Administration

Rochester Community Technical College 2014 to 2015

## **CERTIFICATIONS**

CNA Certified May 2014 to Present

## **SKILLS**

- Excellent communication skills
- Team goal oriented
- Critical and problem solving skills
- Quick learner
- Punctual & Dependable
- Flexible work schedule
- Self-motivated
- Able to work independently