

Michael Anthony Jones

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Objective Seeking a position that will give me the opportunity to continue developing strong leadership skills, to be sought after as a team player, in a cross-functional environment.

Skills Summary Microsoft Suite (Excel, Power Point, Outlook, and Word). Persuasive communication and presentation skills, recognized as a team player, and able to excel in a cross-functional environment. Strong leadership and people oriented in coaching and mentoring. Frontier System, TSYS Sessions, GUI, ASR, Image View, ACE systems, Avaya, Boss, TSS, Jiba, Kana, and Oribiscom Systems.

Education **August, 2005-Dec 2005**

Phoenix Community College. Major is Emergency Medical Technician (EMT) also taking Fire science class

May, 2004

Graduated South Mountain High School. Received many awards that pertain to sports and achievements.

Work Experience **7/2007- present** **Sr. Customer Service Rep (Electronic banking) Phoenix AZ**

Bank of America

Assist customer with any online issue when trying to make a payment to there account online. Responsible for researching the account using online payment researching tools. Delivery of high quality work, showing a personal interest in the customer, and always treating them with respect. Giving each person a sense of belonging and that you are truly interested in them, this requires being thorough and complete when answering each of their questions. Informative information giving to the customer helping them use there online profile By doing this on every call I lead the customers to overall satisfaction with Bank of America. Even though I am no longer on Esoluntion due to my knowledge of the department I have been able to continue to assist my teammates in that capacity.

1/2007- July-2007 **Sr. Customer Service Rep (Esolution gate Supervisors) Phoenix AZ**

Bank of America

Assisting associate with escalated questions and or calls. Delivering coaching and solution to the escalated questions that the associate may face everyday. Helping associate to use the tools provided to them to effectively use problem solving to expand there knowledge in the overall job. Responsibilities include daily coaching associate. Taking escalated calls and engage customer with escalated issues either bye call backs or directly connected calls. We use manager of the day to help associate on the sup gate to grow as leaders.

7/2006- 1/2007 **Sr. Customer Service Rep (Electronic banking) Phoenix AZ**

Bank of America

Assist customer with any online issue when trying to make a payment to there account online. Responsible for researching the account using online payment researching tools. Delivery of high quality work, showing a personal interest in the customer, and always treating them with respect. Giving each person a sense of belonging and that you are truly interested in them, this requires being thorough and complete when answering each of their questions. Informative information giving to the customer helping them use there online profile By doing this on every call I lead the customers to overall satisfaction with Bank of America. I also am very involved in team functions coordinating and insuring that they are successful, Bank of America currently allows to be on the ADC (associate delight council) for my site and on a national scale

5/2005 – 7/2006 **Sr. Customer Service Rep (Retention) Phoenix, AZ**

Bank of America

The use of delight to service customers in order to retain their accounts. Responsible for taking ownership of the problem. Delivery of high quality work, showing a personal interest in the customer, and always treating them with respect. Giving each person a sense of belonging and that you are truly interested in them, this requires being thorough and complete when answering each of their questions. Solutions must be offered with confidence. By doing this on every call I lead the customers to overall satisfaction with Bank of America. I also am very involved in team functions, Bank of America currently allows to be on the spirit squad for my team.

1/2005-5/2005

Mentor 4/Bank Of America

Phoenix, AZ

Fraud Detection agent

Answer inbound calls from customers and make outbound calls to customers to review their account. This position calls for an individual who is quick and familiar with the companies systems and regulations. Good talking skills and problem solving skills needed when dealing with mad frustrated customers. Due to my floor coach experience being able to listen to the customer, defuse the situation, and provide the top level of customer service was not something that was hard or different to me.

12/2003 – 11/2004

Calibrus Inc.

Tempe, AZ

Supervisor (Floor Coach)

High visibility and interaction with employees. Expectation of the position is to manage the call volume and to mentor agents within their current responsibilities. Position required punctuality and the ability to be flexible in order to support business needs. Daily timekeeping and miscellaneous paperwork through various excel spreadsheets are sent electronically to the corporation.

Skill & Abilities

July 2006 – 1-2009 co champion for Phoenix OSSS ASSET Team.

Responsibilities include working with the site executive, Unit managers, Team managers, team leads and The National ASSET Team to organize Associate satisfaction throughout the department. We develop a team of 12 associate of talented associate and gave them the opportunity to do something they enjoyed. With this team we meet every week and make a monthly tar of activities games and Rewards and recognition for the associates. This opportunity has been a great teaching tool on managing a group of teammates as well as me to accomplish goals. By attending the managers and Unit managers meeting it has help to develop our coaching skill. Thru the last year we have seen a growth in associate satisfaction not only in our department but bank wide.

Had leadership opportunities and also worked well with groups, strong emphasis on problem solving and being a team player.

References

Upon request