

## CARLA BANKS

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Knowledgeable and efficient Commerce Graduate with 2 years of work experience in Financial Services seeking Investment Services Representative position with Big Investment Firm.

### SKILLS

- In-depth knowledge of accounting principles.
- Excellent analytical and communication skills
- Strong problem solving and troubleshooting skills
- Experience in risk assessment, auditing and report writing skills
- Ability to work in multidisciplinary, high pressure environment
- Computer skills and proficient in using databases, processing, and spreadsheet
- Adapt quickly to new situations with remarkable ability to work independently and with teams

### EDUCATION

**Bachelor of Commerce, Finance, minor Psychology**

2005-2009

Saint Mary's University

Halifax, NS

*Related coursework:* Risk Management for Small Business, Global Markets, Industrial and Organizational Psychology

### EMPLOYMENT EXPERIENCE

**Customer Service Representative and Office Support**

2007-2009

Nova Scotia Bank, Halifax, NS

- Developed, improved and customized products, equipments and analytical methods
- Assessed customer needs
- Dealt with legal forms and sales contracts
- Researched global markets to assist in risk assessments
- Assisted with team goals with support to other departments
- Developed rapport with customers quickly; instilled trust and confidence
- Promoted from original position of Office Support to Customer Service Representative

**Customer Service Representative**

2006-2007

XYZ Call Centre

Halifax NS

- Worked on cold call campaigns
- Promoted company information in a professional and enthusiastic manner
- Demonstrated exceptional customer needs assessment techniques
- Maintained customer service records
- Consistently exceeded sales quotas

**VOLUNTEER EXPERIENCE**

Volunteer

2006-present

Canada Red Cross

Halifax, NS

- Assisted with promotion of donor clinics
- Gave presentations at local community meetings on the benefits of blood donation
- Attended clinics as general support to health practitioners and donors

**AWARDS**

Volunteer of the Year 2008

Junior Youth Achievement Award 2000