

AMBER SWANEY

El Paso, IL 61738

amber@mattswaney.com

309.219.3153

Authorized to work in the US for any employer



WORK EXPERIENCE

Bank Teller/Customer Service Representative

State Farm Mutual Automobile Insurance Company - Bloomington, IL

May 2020 to Present

Answer customer inquiries.

Process loan payments, process withdrawals including ACH and Wire. Maintenance on existing customer accounts such as closing, updating customer info, internal and external withdraw, renew or close cd's. Provide website and app assistance.

Certified Nursing Assistant

All American Healthcare Services Inc - El Paso, IL

August 2000 to Present

Experience in nursing home and home health.

Rural Mail Carrier

United States Postal Service - Gridley, IL

May 2014 to December 2019

Responsibilities

Sort case and deliver mail in a timely manner. Follow route provided. Scan packages and accountable mail. Obtain signatures from customers when needed. Follow all driving safety and laws. Be alert and aware of surroundings and customers at all times. Hold and deliver vacation mail based on customer requests.

Skills Used

Safe driving. Critical thinking. Organization and memorization. Use of electronic scanner and signature forms.

Owner/Manager

Clean & Pristine Home Solutions

December 2010 to May 2014

Responsibilities

Responsible for organizing schedules, managing finances, and managing employees as well as the marketing aspect of the company.

Contractor

Rural Carrier

November 2010 to May 2014

Deliver newspapers to 160 customers 7 days a week. Handle customers requests or concerns. Meet deadlines.

Regional Account Representative

Market Day - Peoria, IL

December 2009 to October 2010

Responsible for coordinating with volunteers and scheduling school sales, managing bookkeeping and balancing of sales and bank deposits, maintaining account information and sales goals, and developing positive customer and chairperson relations, as well as expanding sales growth in various markets.

Alarm Installation Technician / Sales Representative

ADT Security Services - Bloomington, IL

December 2008 to July 2009

Responsible for installation of world-class burglar and fire protection alarm systems in residential and commercial settings, working one-on-one with customers in education of alarm systems but in expanding sales, building positive relationships with customers and expanding sales, processing confidential information and paperwork for customers, and handling sales contracts and financial transactions involving cash, money orders, and credit cards.



EDUCATION

Associates in Business Administration

DeVry University - Chicago, IL

Present

High school diploma

Eureka High School - Eureka, IL

August 1995 to July 2000



SKILLS

- **Microsoft Office (2 years)**
- **ACH**
- **Bank Reconciliation**
- **Payment Processing**
- **Call Center**
- **Banking**
- **BLS**