

Raeen Wright

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PROFESSIONAL OBJECTIVE

Dedicated Customer Service professional committed to providing high-quality service and superior guest experience. Passionate about promoting incessant customer satisfaction by delivering quality service and incomparable support. Team player, comfortable in competitive fast-paced environments, implementing and executing financial responsibilities. Seeking challenging opportunities to apply skills and experience in the business industry.

QUALIFICATIONS SUMMARY

Background reflects an imminent B.S degree. Service with extensive knowledge, experience, and a verifiable record of success in service, sales, member relations, workforce training and development, leadership, event planning and strategic planning with emphasis on increasing member satisfaction and assurance in a highly competitive industry.

- ◆ Excellent oral and written communication, relationship and consensus building skills in partnering with individuals of diverse backgrounds.
- ◆ Highly adept in customer relations; proactively respond to questions, and concerns.
- ◆ Possess high-spirited enthusiasm in leadership roles with demonstrated ingenuity and innovation.
- ◆ Develop a personalized commitment to any undertaken project that assures success through a sense of ownership.
- ◆ Utilize well-developed time management skills to define priorities and implement activities tailored to meet deadlines. Handle multiple tasks successfully.
- ◆ Precise bookkeeping skills.
- ◆ Ability to research and collect data.
- ◆ Strong knowledge of Microsoft Excel and word processors.
- ◆ Motivated professional with a reputation for increasing territorial activities, enhancing market penetration, and providing high quality customer service while contributing as a team player toward the overall success of the company.

EXPERIENCE HIGHLIGHTS

Gold x Teal LLC- Remote

Present

10/2020–

Data Entry Clerk/Executive assistant,

- ◆ Complied and sorted data to establish straightforward sourcing through computer entry.
- ◆ Updated and maintained account information.
- ◆ Review accounts and documents for discrepancies.
- ◆ Draft, review and send communications on behalf of company executive(s).
- ◆ Manage scheduling for company executive(s).
- ◆ Organize and prepare for meetings, including gathering documents and attending to logistics of meetings.
- ◆ Answer and respond to phone calls, communicate messages and information to the executive
- ◆ Prioritize emails and respond when necessary.
- ◆ Coordinate travel arrangements.
- ◆ Maintain various records and documents for company executive(s).

Virginia Credit Union Contact Center- Chester, VA

11/2018-9/2020

Teller

- ◆ Demonstrates appropriate knowledge of all VACU policies and procedures related to the teller area, including Security and Information Security. Meets member needs by maintaining appropriate knowledge of all VACU products and services

- ◆ Provide a positive customer experience with friendly, and courteous service.
- ◆ Makes appropriate referrals of VACU products and services.
- ◆ Performs paying and receiving functions with accurate balancing and reporting, including but not limited to deposits, check cashing, loan payments, miscellaneous sales, cash advances, etc.
- ◆ Handles each transaction proficiently, exercising good judgment and seeking approval for any transaction exceeding their level of authority.
- ◆ Verifies and balances assigned cash drawer daily with minimal cash variances.
- ◆ Assists in reconciling errors or discrepancies.
- ◆ Maintains adequate cash and/or cash limits as required by VACU policy.
- ◆ Demonstrates basic knowledge of safe deposit box access procedures.
- ◆ Provides quality service by following all member service expectations.
- ◆ Meets expectations in all areas of teller performance documentation including service quality, operations, and sales.
- ◆ Comply with all published enterprise level policies and procedures including, but not limited to, Risk Management policies.
- ◆ Complete all required, ongoing enterprise level training including, but not limited to BSA, OFAC, and Information Security.
- ◆ Report all II Risk Management Policy violations in accordance with policy.
- ◆ Good understanding of products and services offered by financial institutions.

Step N Up- Richmond, VA

12/2016-11/2018

Director of Acquisitions Central Virginia Market-

- ◆ Directed and carried out direct marketing and sales.
- ◆ Commercial partners.
- ◆ Creating training and development programs for acquisition relationship managers.
- ◆ Giving final authorization on all sales appoint decisions.
- ◆ Conducting analysis in order to manage performance levels of sales against market developments and corporate objectives.
- ◆ Maximizing work relationships with key wholesale and retail partners.
- ◆ Developing, managing, and nurturing new business partnerships and accounts to accomplish volume and profit goals.
- ◆ Communicating brand identity internally to pertinent key business collaborates, business units, and the decision maker support.
- ◆ Exploring and growing the book of business, dealing incoming leads and ending sales.
- ◆ Seeking out and directing new acquisitions and sales opportunities, initiating action plan to advance and procure new business for the company.
- ◆ Updating the organization on changing market trends so that the organization can prepare and regulate plans accordingly.

EDUCATION

Bachelors of Science, Secondary Education

John Tyler Community College (2020- Current)

Advanced High School Diploma

Parkview High School (2014-2018)

PROFESSIONAL CERTIFICATIONS

John Tyler Trailblazer Student Award

CPR Certified

North American Learning Institute

HIPPA Certified

PROFESSIONAL MEMBERSHIP

Board Member – Step N Up (2016-current)

Vice President – B.S.A (Black Student Alliance) (2020-current)