

# Jessica Schoonover

*Finance Operations Manager*

✉ jschoonover55@gmail.com

# (910) 358-9307

🌐 Jessica.Finance

## Career Objective

Dedicated and experienced operational manager seeking a role as a Finance Operations Manager or Fraud Operations Specialist, where I can leverage my expertise in bank operations, client account management, and team supervision to enhance operational efficiency and safeguard financial integrity.

## Work Experience

### **Lead Bank Teller**

**PNC Bank**

📅 May 2020 - Present

- Operational manager in charge of daily bank Functions.
- Supervise active teller line and ensure scheduling and KPIs are met.
- Client account management (deposits, loan payments, cashing checks, issuing cashier's checks, and recording night and mail deposits)
- Cross-sells bank products by answering inquiries, promoting products and new services, and ascertaining customers' needs.
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Helped keep things running efficiently by continuously ordering supplies for the whole branch as well as maintaining a filing system for all the bankers.

### **Personal Assistant**

📅 Oct 2018 - April 2020

- Maintain smooth operations, oversaw all sales, shipping, inventory management, scheduled appointments, and inquiry/concern resolution.
- Organized and maintained records in an efficient manner.
- Held in person and remote customer consultations generating a community of repeat customers.

### **Remote Client Account Manager**

**Sitel Group**

📅 Nov 2015 - Oct 2017

- Built and maintained effective long-term relationship and a high level of satisfaction from clients.
- Fielded in bound client communications.

### **Assistant Manager**

**Kidz on Broadway**

📅 Feb 2014 - Jul 2015

- Managed general operations, opened/closed facility.
- Facilitated hiring process, performed background checks on employee candidates, and managed onboarding.
- Filled in as a caretaker when when employees were absent.

## Education

Associate's Degree In Science  
**Coastal Carolina Community College**

📅 2009-2011

BSBA, Finance  
**Southern New Hampshire University**

📅 2023-2024

## Skills

- Teambuilding and Supervision
- Data Entry / Record Keeping
- Report and Document Preparation
- KPI setting and tracking
- Creative problem solving
- Critical thinking
- Operations Management
- Community facilitation
- Exceptional client service
- Effective time management
- Async work communications
- Empathetic Understanding
- Engagement Skills