

# SARAH WATERS

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Proven expertise in financial products, services, and customer needs. Familiar with analysing documentation, liaising between parties and handling both routine and complex issues each day. Identifies and resolves concerns while promoting new products and meeting sales objectives.

## EXPERIENCE

**07/2022 – CURRENT**

**MEMBER SERVICE, AUSTRALIAN MUTUAL BANK**

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Answered incoming calls and offered highest level of professionalism and knowledgeable service to every customer.
- Suggested products and services to clients based on individual needs to drive consistent sales.
- Reviewed account and service histories to identify trends and resolve issues.
- Responded to customer questions about products and services.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanour.
- Advised customers on bank products, services and financial planning options.
- Modified, opened, and closed customer accounts.
- Working in a contact centre, with high volume calls.

**06/2021 – 07/2022**

**CUSTOMER SERVICE ASSISTANT, COMMONWEALTH BANK**

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Answered incoming calls and offered highest level of professionalism and knowledgeable service to every customer.
- Suggested products and services to clients based on individual needs to drive consistent sales.
- Reviewed account and service histories to identify trends and resolve issues.
- Responded to customer questions about products and services.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanour.
- Advised customers on bank products, services and financial planning options.
- Modified, opened, and closed customer accounts.

- Completed daily cash balancing and operated ATMs.

**02/2021 – 06/2021**

**RETAIL TEAM MEMBER, SKECHERS**

- Engaged positively with each customer, providing professional and polite support for sales and service needs.
- Welcomed customers, offered to help locate items, and suggested merchandise without being intrusive or pushy.
- Restocked shelves, racks and bins with latest merchandise and changed signage to promote special items.
- Counted cash, made change, and stored coupons to keep organized and balanced cash register drawer.
- Monitored sales floor to identify customers in need of assistance and merchandise in need of replenishment.

**08/2019 – 02/2021**

**MEMBER RELATIONSHIP ADVISOR, CREDIT UNION AUSTRALIA**

- Provided value-added approach to meet customer personal financial needs by analysing and profiling customers and cross-selling financial products.
- Determined whether members were eligible for new services.
- Prepared and delivered loan documents to title and escrow teams.
- Reviewed historical customer accounts to assess payment compliance and adherence to loan terms.
- Worked successfully with diverse group of co-workers to accomplish goals and address issues related to our products and services.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanour.

## EDUCATION

**12/2018**

**HIGH SCHOOL CERTIFICATE, CAMDEN HIGH SCHOOL**

## SKILLS

- Quality assurance controls
- Microsoft Office expertise
- Data entry
- Information Confidentiality
- Attention to Detail
- Recordkeeping and File Management
- Relationship Building

- Critical Thinking
- Decision Making
- Time Management
- Customer Service
- Willing to Learn
- Prioritizing and Planning