

TAMI-ANN PRYCE

ADMINISTRATIVE & CUSTOMER SERVICE PROFESSIONAL

Harbour View, Kingston | 876-226-8135 | tamiann.pryce18@gmail.com | linkedin.com/in/tamiann-pryce

PROFESSIONAL PROFILE

Experienced professional with skills in customer service, data entry, problem-solving, organization, and multi-tasking. Proven ability to handle client queries, open and update new accounts, compile investment statements, and sell investment products. Also excelled in administrative roles, such as a Branch Service Representative and a Production Administrative Assistant, maintaining accurate records and contributing to the smooth running of operations. Pursuing a BA in Communication Arts & Technology with excellent written and verbal communication skills and proficiency in Microsoft Office, particularly Excel, and social media marketing.

AREA OF EXPERTISE

- Detail and Goal Oriented
- Ability to work with teams
- Customer Service skills
- High level of planning and prioritizing
- Results Oriented
- Innovative and Creative
- Communication Skills
- Data Processing
- Reasoning and Analytical skills
- Problem-Solving Skills
- High level of confidentiality and integrity
- Cash Handling and management

EDUCATION

UNIVERSITY OF TECHNOLOGY 2022-2026

B.A. Communication Arts & Technology

Focus on strong communication skills and technical proficiency in various media formats,

Excelsior Community College -2018-2020

Three CAPE Subjects Units I & II

St. Hugh's High (For Girls) -2018

Six CSEC Subjects

CAREER HIGHLIGHTS

- Experienced in the banking industry, skills to interact with clients, handle their concerns, and meet their needs, while working in different departments. Equipped with knowledge in data entry, record keeping, and software manipulation.

CAREER SUMMARY

NATIONAL COMMERCIAL BANK |2020 - PRESENT

BRANCH SERVICE REPRESENTATIVE (Constant Spring Branch) |2023- Present

- Educate customers on various banking products and services, promoting the use of digital platforms for enhanced convenience. and identify customer needs to capitalize on the business referral opportunities.
- Facilitation of customers cash and cheque based transactions, such as deposits, withdrawals, transfers, and loan payments.
- Handle large sums of cash daily, maintaining a balanced cash drawer and adhering to the bank's security and compliance protocols.
- Provide exceptional customer service, addressing inquiries, resolving issues, and ensuring a positive banking experience for clients.

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CAREER SUMMARY CONT'D

CLIENT SERVICES REPRESENTATIVE INTERN at NCB CAPITAL MARKETS |2021- 2023

- Demonstrated a strong ability to provide exceptional customer service by promptly responding to client queries and resolving their concerns.
- Opening and updating new and existing investment accounts and ensuring all contractual investment statements are compiled accurately
- Knowledge of investment processes such as orders for the sale and purchase of stocks
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- Demonstrated expertise in providing exceptional customer service and managing customer information both locally and internationally.
- Met daily targets for reference verification and utilized various banking software to scan and upload reference verification forms for applicants
- Updated customer information and created reports for freeze listing and unallocated account numbers.
- Played a pivotal role in training new team members to enhance the overall productivity of the bank. The ability to follow up with customer inquiries and provide assistance in resolving customer concerns in a timely manner.

KYC (Know Your Customer) INSURANCE INTERN | Sep 2020-2020

- Expertise in evaluating and updating the system KYC, compiling data, and performing clerical tasks to ensure policies stay in force
- Demonstrating your excellent communication skills.
- Used Microsoft Excel, you identified insured customers' numbers and names, verified data entry accuracy, and reduced research time, increasing productivity.

DEVELOPMENT BANK OF JAMAICA

LEGAL SERVICE & HUMAN RESOURCE DEPARTMENTS |Summer Internships 2018 & 2019

- Daily record keeping with electronic and hard copy filing of documents and updating database
- Prepare typed documents according to the department standards.
- Provide assistance to the Lawyers as needed.
- Gathering payroll data such as working hours, leaves, and bank account information.
- File documents and provide administrative assistance to supervisor

INTEREST

- Working part-time for Sabu Jamaica, gaining experience as a Production Administrative Assistant at Signtex, with the responsibility for placing materials orders, completing job documents, and performing administrative duties. In addition to working as a Receptionist at Hylton & Hylton Attorneys-at-Law (August 2019) and worked as a Data Entry Clerk at Money Masters, with the responsibility of maintaining databases, entering customer and account information, and creating accurate Excel spreadsheets.

REFERENCES UPON REQUEST