

Haley Banks

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SUMMARY

Seasoned professional with 4 years of diverse customer service experience, including a dedicated CSR role at Harte Hanks/HBO. Skilled in problem-solving, cash handling, and maintaining high customer satisfaction. Eager to bring strong communication and service skills to a CSR position.

WORK EXPERIENCE

- Bloom Insurance Company

Licensed Health and Life Insurance Agent

League City, TX

Sep 2024 - Present

 - Explain health care policies and plans to prospects, assisting them in selecting coverage options that align best with their individual needs.
 - Provide comprehensive support and guidance throughout the selection process to ensure informed decision-making by clients.
- Wolfgang Puck Catering

Cashier/Barista

Webster, TX

Nov 2022 - Sep 2024

 - Processed customer transactions swiftly and accurately, maintaining efficiency in a high-volume setting.
 - Prepared and served a diverse range of coffee and tea beverages, ensuring quality and consistency.
 - Complied with health and safety regulations to maintain a clean and safe environment for customers.
- Harte Hanks / HBO

CSR - Customer Service Representative

Webster, TX

Jul 2022 - Oct 2022

 - Responded to customer inquiries by delivering prompt and precise resolutions for technical issues related to HBO Max services.
 - Maintained high customer satisfaction ratings by employing effective communication skills and advanced problem-solving strategies.
 - Streamlined customer service procedures to enhance overall efficiency and service quality.
- New Hope Housing

Receptionist

Houston, TX

Feb 2022 - Aug 2022

 - Managed a multi-line phone system, ensuring accurate message delivery and efficient visitor direction.
 - Provided courteous greetings and assistance to residents, enhancing customer service experience.
 - Supported administrative tasks, contributing to the smooth operation of the front desk.
- Home Daycare

Daycare Assistant

Lewisville, TX

May 2020 - Sep 2020

 - Ensured the safety and nurtured the development of children up to 7 years old, creating a supportive and secure environment for early childhood growth.

- Prepared and served nutritious meals that complied with individual dietary needs, reinforcing positive and healthy eating practices.

CSAT Solutions

Fort Worth, TX

Assembler

Jun 2020 - Aug 2020

- Assembled various printer models, maintaining strict adherence to quality control protocols.
- Conducted functionality tests on final products to verify operational efficiency.

Champs Sports

Lewisville, TX

Sales Associate

Jul 2019 - Mar 2020

- Provided comprehensive product information and addressed customer inquiries, contributing to a positive shopping experience.
- Maintained inventory accuracy and ensured merchandise presentation aligned with company standards while upholding store cleanliness.

EDUCATION

Lewisville High School

Lewisville, TX

High School Diploma, General Education

May 2020

CERTIFICATIONS

Food Handler Certification

Life & Health Insurance License

SKILLS

Microsoft Word • Customer Service • Meal Preparation • Front Desk • Infant Care • Retail Sales • Microsoft Outlook • Assembly • Cashiering • Microsoft Excel • Cash Handling • Warehouse Experience • Autism Experience • Experience With Children • Sales • Childcare • Catering • Coffee Experience • Barista Experience • Toddler Care • Babysitting • Special Needs