

# 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 <i>Licensed Health and Life Insurance Agent</i>	League City, TX Sep 2024 - Present
<ul style="list-style-type: none"><li>Explain health care policies and plans to prospects, assisting them in selecting coverage options that align best with their individual needs.</li><li>Provide comprehensive support and guidance throughout the selection process to ensure informed decision-making by clients.</li></ul>	
Wolfgang Puck Catering <i>Cashier/Barista</i>	Webster, TX Nov 2022 - Sep 2024
<ul style="list-style-type: none"><li>Processed customer transactions swiftly and accurately, maintaining efficiency in a high-volume setting.</li><li>Prepared and served a diverse range of coffee and tea beverages, ensuring quality and consistency.</li><li>Complied with health and safety regulations to maintain a clean and safe environment for customers.</li></ul>	
Harte Hanks / HBO <i>CSR - Customer Service Representative</i>	Webster, TX Jul 2022 - Oct 2022
<ul style="list-style-type: none"><li>Responded to customer inquiries by delivering prompt and precise resolutions for technical issues related to HBO Max services.</li><li>Maintained high customer satisfaction ratings by employing effective communication skills and advanced problem-solving strategies.</li><li>Streamlined customer service procedures to enhance overall efficiency and service quality.</li></ul>	
New Hope Housing <i>Receptionist</i>	Houston, TX Feb 2022 - Aug 2022
<ul style="list-style-type: none"><li>Managed a multi-line phone system, ensuring accurate message delivery and efficient visitor direction.</li><li>Provided courteous greetings and assistance to residents, enhancing customer service experience.</li><li>Supported administrative tasks, contributing to the smooth operation of the front desk.</li></ul>	
Home Daycare <i>Daycare Assistant</i>	Lewisville, TX May 2020 - Sep 2020
<ul style="list-style-type: none"><li>Ensured the safety and nurtured the development of children up to 7 years old, creating a supportive and secure environment for early childhood growth.</li></ul>	

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

## CSAT Solutions *Assembler*

Fort Worth, TX  
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 *Sales Associate*

Lewisville, TX  
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