



Jorden Noel

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PROFILE

Customer-focused professional with nearly 10 years of experience in banking, retail, and food & beverage industries. Proven track record of delivering exceptional service, resolving customer issues, and driving team performance. Adept at managing operations, cash handling, and team training. Seeking to leverage customer service expertise and leadership potential in a supervisory role within the food & beverage or customer service sectors.

SKILLS

- Customer Service Excellence
- Team Leadership & Training
- Conflict Resolution & Problem Solving
- Cash Handling & Financial Transactions
- Time Management & Multitasking
- Food & Beverage Operations

WORK EXPERIENCE

HOSPITALITY & MARKETPLACE ASSOCIATE

Signia Hotel Atlanta

2023 - 2024

- Delivered 95% customer satisfaction in high-volume food service environment.
- Managed cash, inventory, and orders for 200+ customers per shift.
- Trained new baristas, reducing onboarding time by 20%.
- Introduced new beverages, increasing daily sales by 10%.
- Resolved customer complaints, fostering loyalty and maintaining positive environment.

MEMBER SERVICES ASSOCIATE

Bank of America

2020 - 2023

- Handled 80+ customer interactions per day, providing solutions to banking inquiries, resolving account discrepancies, and assisting with transactions.
- Increased customer satisfaction by 15% through effective conflict resolution and tailored banking solutions.
- Supported cross-functional teams in processing loans, handling credit card applications, and resolving high-level account issues.
- Conducted comprehensive financial education sessions for customers, increasing product adoption by 10%.
- Managed and balanced daily cash drawers, processing an average of \$50,000 in transactions per week with 100% accuracy.

GUEST SERVICES REPRESENTATIVE

Publix Supermarket

2017 - 2022

- Provided excellent customer service by assisting 100+ customers per day, addressing inquiries, and ensuring a seamless shopping experience.
- Acted as a key team member during peak hours, facilitating smooth operations and minimizing wait times by 25% through efficient task management.
- Assisted in training new associates, fostering a collaborative team environment, and improving store-wide customer satisfaction by 10%.
- Managed customer complaints, returns, and refunds, successfully resolving issues to ensure repeat business.
- Maintained accurate financial records for cash transactions, achieving a 99% accuracy rate over a 4-year period.