

Gerrias Said

Summary:

Over 10 years of experience in a corporate workspace and worked with products to assist clients. Studied in business communication, creativity and work culture management. With a proven record to ensure work gets done efficiently and up to company standards.

Professional Experience:

Chase Bank

Associate Banker- ME

Lexington, KY
October 2021- Current

- Maintain detailed knowledge of all FDIC products such as personal checking and savings accounts, credit cards, and CD options to provide customized recommendations to clients based on daily available credit/debit interest rates, annual fees, and cash back options.
- Taking on a leader position, Culture Champion, ensuring work culture is kept up and benefits are understood and maintained for all employees, while unifying the office in work environment on a growth path to success.
- Process over 30 transactions per hour while assisting clients process their monetary requests including withdrawals, deposits, and troubleshooting account issues.
- Utilize impeccable organizational skills and attention to details to accurately calculate customer transactions resulting in handling high dollar amounts per day while maintaining a perfectly balanced drawer.
- Carefully follow and adhere to all federal codes and regulations to ensure maximum protection of customer's account information through secure verification methods.

YMCA

Member Services

Lexington, KY
August 2020 – June 2024

- Maintain YMCA members safety by utilizing basic life support to ensure safety of members.
- Use Daxco to monitor, manage and edit accounts for members, to suggest the best account for clients.
- Communicate and create lasting relationships with members to better assist the needs of clients.
- Monitor and scan for any potential issues and proactively correct problems.

Signature Club

Pool Attendant

Lexington, KY
June 2020 - September 2020

- Develop lasting relationships with pool attendees using effective communication tactics.
- Adapted to new situations and new rules, such as CDC guidelines during COVID-19.
- Sold products to attendees, such as food, clothing, towels, and new pool memberships.
- Assisted attendees by answering questions and resolving conflicts.

Additional Experience:

- Worked as an Intern for the Kentucky Chamber of Commerce, guiding students to develop their skills and to guarantee great work ethics, and to assist in their career path.
- Mentored international students who were seeking to become teacher's assistants, on adapting and following proper communications skills.
- Managed and trained a team at Leo Direct who was contracted by Spectrum, to understand and manage products to offer and market to clients, meet sales goals, and to exceed company expectations.

Education:

University of Kentucky

Bachelor of Arts in Communication and Theatre **GPA: 3.5/4.0**

Lexington, KY
May 2019

Skills and Certifications:

Customer Relationship Management, Cultural relationship manager, Communication, Skill development, Recruiting, Mentoring, Account Management, Product, Networking, Sales, Analytical Skills, Microsoft Suite, Adobe Premiere Pro, Lightroom, Photoshop, Photography, Videography, Jonas Management, Daxco, Basic Life Support CPR and AED, First Aid, Emergency Oxygen.