
Nancy Goodwill

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# WORK Experience

**NICON State Life** Roanoke, VA

*Customer Care Cashier* December 2012 – Present

* Developed a friendly and professional customer service department
* Recorded daily transactions
* Handled customers who had cash related issues
* Kept a record of customers’ complaints

**Allied Bank of Roanoke** Roanoke, VA

Branch Cashier January 2012 – November 2012

* Built an excellent customer care reputation for the company
* Handled payments through cash, check, and credit cards
* Provided prompt solutions to account-related issues of customers
* Closed accounts at the end of a fiscal session 2005

# Professional Skills

* Excellent knowledge of Accounts
* Excellent knowledge of air cargo freights
* Excellent knowledge of MS Excel
* Establishing a long term relationship with clients
* Cold calling
* Giving attention to details

# Education and qualification

**National College of Roanoke** Roanoke, VA

*Bachelor of Management* 2003

GPA: 3.6

**National College of Roanoke** Roanoke, VA

IMCA

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