**Claudia M Zampini**

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**QUALIFICATIONS SUMMARY**

A highly motivated, goal-oriented professional with several years of solid, world class Customer service experience. Demonstrating the highest levels of Customer satisfaction utilizing utmost dedication, education and pride. Highly organized and skilled to manage multiple projects and meet deadlines. Strong work ethics combined with a commitment to excellence in all projects undertaken. Strong line of progression and eager to excel. A team player, working effectively with peers and management staff, or independently. Consistently achieve departmental and personal goals. Excellent written and verbal communication skills. Experienced, dependable and loyal, computer literate and bilingual professional.

**Professional Experience**

***Senior Customer Service Representative*** April 2012 - Present

**Fulton Bank, N.A.**

Perform in all facets and delivering the highest level of customer service in every aspect of the retail banking environment. Have been recognized for delivering outstanding performance and ensure total satisfaction by diligently and tactfully following up. Open new retail and commercial accounts with accuracy and delight. Delivered over $1.5 Mill in consumer loans meeting all deadlines and compliance, NMLS #911249. Participate actively in promoting bank products and services. Cross-trained in all bank teller functions and usage of the TCR. A team-player and very flexible around peers and management staff. Member of the foreign language group. Continuously working on personal improvement and career advancement.

***Freelance Translator & Proofreader*** January 2000 - Present

Native German, born and raised in Germany. Completed all German School requirements .

Immigrated to the US in 1983 and hold dual citizenship. Although English is my second language, my knowledge of the English language and rhetoric is superb. Completed an Associate of Science Degree in Business Administration through HHC, Bel Air, MD.

My translation pair is German<>English. My skills have been utilized by Fortune 50 companies, like MBNA, Bank of America and Fulton Bank. In addition, translated pro-bono for friends and family. Translations are primarily completed using WordFast or just a good old-fashion German-English dictionary.

***Home Based Business Entrepreneur***  April 2011 – April 2012

**Your Advocate Lifestyle Manager & Personal Assistant LLC**

Provided dispute resolution regarding credit card mandates, insurance claims and billing issues to senior citizens, business executives and individuals. Administrative services included researching and make recommendations on business referrals and provide qualifying business connections. Correspondence and light bookkeeping. Scheduled appointments and maintain your calendar. Received deliveries and supervised repairs. Made transportation arrangements and flight reservations. Negotiated the best price for theater, show and sporting events.

***Quality Control Analyst*** February 2008 – October 2010

**Bank of America Corporation**

Reviewed 1st Chargeback and Representment cases in the high dollar, critical, CNA and representment queues for accurate work performed by the analysts. Ensured all cases are resolved according to federal and bank regulations to ensure regulatory and departmental standards are met while consistently achieved and exceed goals. Frequently translated customer correspondence, case work and supporting documentation, as well as, banking documents. Worked up to 25 additional hours when needed to keep queue volume at departmental standards. Met incentive requirements on a monthly basis. Asset team member dedicated to develop constant work-life improvements and moral boosts for associates.

***Research and Adjustment Analyst II*** January 2006 – January 2008

Inspected and analyzed Merchants rebuttals. Compared and decision dispute Representment documentation in accordance with federal and banking regulations. Processed necessary account adjustments to assure deadlines are met and losses are minimal. Provided legendary customer service as well as assistance and guidance to new team associates.

***Dispute Resolutions Analyst*** July 2004 – December 2005

Received, evaluated, analyzed and decided initial Customer disputes requests in accordance with federal regulations. Ensured Customers inquiries are completed in its entirety and chargeback credits post to the account. Participated with inbound dispute inquiries.

**Prior Work Experience**

*Account Manager,* MBNA America, Newark, Delaware

*Administrative Assistant,* Clemons & Associates, White Marsh, Maryland

*Receptionist,* Harford County Chamber of Commerce, Bel Air, Maryland

*Dental Assistant,* Dr. Dr. Rainer Pittroff, Mainleus, Germany

*Community and Red Cross Volunteer,* Vilseck Elementary School (DoD), Rose Barracks, Vilseck, Germany

*Community and Red Cross Volunteer,* Army Family Support Groups, US-Army, USA, Germany

**Education**

Associate of Science in Business Administration, Harford Community College, Bel Air, Maryland, GPA 3.8/4.0

State Certification for Dental Assistant, State Commercial and Vocational School, Bayreuth, Germany

Certified Freelance Translator, Global Translation Institute (GTI), Portland, Oregon, USA

**Skills and Awards**

Phi Theta Kappa International Honor Society

Bilingual, Native German, fluent in English

Public Notary commissioned in Pennsylvania