

MILES BENNETT



MEMBER SERVICES REPRESENTATIVE

Phone: (555) 321-9876

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Address: United States, Portland, OR

Motivated banking associate with hands-on customer service experience at a community credit union. Eager to advance into a loan officer position to provide tailored financial guidance and help members achieve their goals.

EXPERIENCE

March 2022 - Now	Trailhead Credit Union / Portland, OR
Member Services Representative	- Process new member accounts and assist clients throughout the personal loan application process. - Review income verification documents and clearly explain loan terms to applicants. - Promote credit-building and other financial products to members with limited credit history. - Collaborate with loan officers to ensure compliance and smooth application approvals.

EDUCATION

Bachelor of Arts in Business Administration	Portland State University / Graduated May 2023
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SKILLS

Loan documentation and regulatory compliance	Expert	Basic credit counseling techniques	Expert
Cross-selling financial products with a member-first approach	Expert	Effective communication and customer service	Expert
Familiarity with NCUA regulations and guidelines	Expert		

AWARDS

- Employee of the Quarter – Trailhead Credit Union, Q3 2023
- Dean's List – Portland State University, 2019-2021

LANGUAGES

Spanish (conversational fluency)