

EMILIA F. KRUPICZER

OBJECTIVE

Seeking a rewarding and challenging position as Sales Associate position, applying strong interpersonal skills and high level of energy and enthusiasm combined with solid analytical and problem solving skills.

SKILLS AND STRENGTHS

Career-oriented individual with the propensity to get the job done with accuracy and diligence. Equally strong in customer service relations, excellent sales skills, business development and banking operations. Very ambitious individual, analytical, detail oriented, very efficient and organized, strong motivator and great team player. Excellent communication, independent problem solving, leadership, cash handling skills, computer literate and Notary Public.

EDUCATION

South University, West Palm Beach, FL
Bachelor Degree in Business Administration and Management 2006-2009.
Graduated Magna Cum Laude.

Palm Beach Community College, Lake Worth, FL
Accounting Operation Certification Program. 2003-2005.

College of Engineering, Baia Mare, Romania 1989-1991
Major: Industrial, Agricultural and Urban Construction

WORK HISTORY

2008-Present *Relationship Banker*

BB&T BANK, Worth Avenue, Palm Beach, FL

- Ensuring the highest level of customer satisfaction by helping clients to achieve their financial goals
- Achieve daily goals targets and sales
- Goal team coach and motivator
- Acquired high end clients using the upmost discretion
- Outbound phone calls to new or existing clients
- Public Relations and Development
- Provide broad base of banking products with the goal of acquiring 100% of customer's business
- Develop and maintain relationship with BB&T IRM partners to maximize sales opportunities and achieve maximum sales standards
- Achieve and exceed monthly scorecard goals

2004-2008 *Assistant Manager*

IDB BANK, Boca Raton, FL

- Supervise staff of four
- Resolve daily difficult customer situations effectively while delivering friendly customer service
- Ensuring the highest level of customer satisfaction
- Educate clients about their financial needs plus enlisting to sell our banking products and services
- Use of profiling analysis tools to identify cross selling opportunities
- Sales team coach and motivator
- Public Relations and Development

2002-2003 *Sales Associate*

DILLARD'S INC., West Palm Beach, FL 33401

- Provide product information and sizes
- Provide product selection assistance
- Exceptional service to customers along with strong sales tactics
- Perform other duties related to operations of retail business

1997-2002 *Customer Service Supervisor/Data-Entry*

E.E.CONRTOLS, Hawthorne, NY 10532

- Accountability for the daily operations in Customer Service department and manage staff of seven employees
- Ensuring delivery of Customers Service promise
- Increase sales and productivity

1995-1997 *Customer Service Manager*

WOOD DESIGN, Ossining NY 10562

- Accountability for daily operations in Customers Service department and manage staff of three
- Motivate and direct team members to exceed customers expectations with fast accurate and friendly service
- Assume full accountability for keeping clients satisfied by delivery in time of products and services

**ADDITIONAL
BACKGROUND**

Trilingual: Romanian, English, Hungarian

REFERENCES

Available upon request