

Amina Huáng

Customer Service Professional

Los Angeles · California · US

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Summary

Dynamic, bilingual (English/Spanish) customer service professional with 12 + years of progressive experience in retail financial services, banking, and hospitality. Proven track record of delivering exceptional service, driving product sales, and ensuring strict regulatory compliance. Recognized for leading small teams, coaching new hires, and implementing process improvements that boost efficiency and customer satisfaction. Adept at managing high-volume cash transactions, resolving complex issues, and maintaining a polished, professional demeanor in fast-paced environments.

Experience

PLS Financial Services

Senior Customer Service Representative | 01 Jul 2021 – Present

Serve as the primary point of contact for ~150 daily customers, handling cash, checks, and prepaid card transactions valued at up to \$250,000 per shift.

- Lead a team of 4 junior CSRs; conduct weekly coaching sessions, resulting in a 22 % reduction in average handling time.
- Cross-sell financial products, achieving a 27 % YoY increase in money order sales (\$150K additional revenue).
- Champion compliance initiatives; maintained a 100 % audit pass rate for cash drawer and transaction reporting.
- Implemented a streamlined verification workflow that cut customer wait times by 3 minutes (22 % faster).

PLS Financial Services

Customer Service Representative | 01 May 2018 – 30 Jun 2021

Processed high-volume cash and check-cashing transactions with zero errors, maintaining impeccable balance integrity.

- Recognized as “Employee of the Month” four times for outstanding service scores (> 95 %).
- Assisted in rollout of new POS software (Clover), training 12 staff members and ensuring seamless transition.

Sunrise Bank

Financial Services Associate | 01 Jan 2015 – 30 Apr 2018

Managed daily teller operations, including deposits, withdrawals, and wire transfers exceeding \$1 M per week.

- Promoted within 18 months to lead a small team of tellers, overseeing training, scheduling, and performance reviews.
- Developed a customer education program on basic financial literacy; enrollment rose to 320 participants, boosting product uptake by 15 %.
- Ensured strict compliance with AML and KYC regulations; contributed to zero compliance violations during tenure.

Grandview Hotel

Front Desk Receptionist | 01 Jun 2012 – 31 Dec 2014

Handled guest check-ins/outs, billing, and concierge services for a 250-room property, consistently achieving a guest satisfaction score of 9.3/10.

- Implemented an electronic key-card system that reduced check-in time by 15 %.
- Trained new front desk staff on service standards and conflict de-escalation techniques.

Education & Training

Bachelor of Science, Finance

University of Southern California (USC)

– 01 May 2013

Associate of Arts, Business Administration

Los Angeles City College

– 01 May 2009

Skills

Customer Service Excellence

Languages

English | – Present

Native proficiency

Spanish | – Present

Full professional proficiency (Bilingual)

Mandarin Chinese | – Present

Conversational

Certifications & Credentials

Certified Customer Service Professional (CCSP) | 2020-01-01

Customer Service Institute

Certified Customer Service Professional (CCSP) – Customer Service Institute, 2020.

Certified Financial Services Professional (CFSP) | 2019-01-01

Financial Services Academy

Certified Financial Services Professional (CFSP) – Financial Services Academy, 2019.

Bilingual Proficiency Certificate (Spanish) | 2022-01-01

Institute of Language Services

Bilingual Proficiency Certificate (Spanish) – Institute of Language Services, 2022.

Awards

Employee of the Month – PLS Financial Services | 2019-01-01

PLS Financial Services

Employee of the Month – PLS Financial Services (4 separate months: 2019, 2020, 2021, 2022).

Best Customer Service Award – Sunrise Bank Regional Office | 2017-01-01

Sunrise Bank

Best Customer Service Award – Sunrise Bank Regional Office, 2017.

Outstanding Volunteer Service – Community Outreach Initiative | 2011-01-01

Community Outreach Initiative

Outstanding Volunteer Service – Community Outreach Initiative, 2011.

Projects

Revenue Growth | – Present

Drove a 27 % increase in money■order sales for PLS (≈ \$150 K) by executing targeted upselling scripts and training staff on product benefits.

Efficiency Gains | – Present

Designed a verification workflow that reduced average customer wait time by 22 % (≈ 3 minutes per transaction) across PLS locations.

Compliance Excellence | – Present

Achieved a perfect audit record (0 % discrepancies) for cash■drawer reconciliation and regulatory reporting over a 3■year period at PLS and Sunrise Bank.

Team Development | – Present

Mentored a team of 4 CSRs, resulting in a 22 % reduction in handling time and a consistently high customer satisfaction rating (> 95 %).

Customer Loyalty | – Present

Implemented a financial literacy workshop at Sunrise Bank, leading to a 15 % increase in product adoption among participants.

Interests

Cooking | – Present

- Regional Mexican cuisine
- Sichuan cuisine

Hiking | – Present

- Outdoor photography

Community theater | – Present

- Actress
- Stage crew

References

References

Available upon request.