

Matt McClure

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Summary of Qualifications

I am a detail-oriented, self-motivated person with extensive experience in the banking industry. I have worked on various virtual teams, served as a liaison between users and designers to help create websites to gather and report information, and created the Quality Site for the National HelpLine Quality Team. Areas of expertise include:

- Written and oral communication.
- Research analysis and resolution.
- Quality coaching for phone/CHAT specialists.
- Proficient in Microsoft Excel, Word, PowerPoint and Outlook.
- Bank systems knowledge includes RightFax, BOSS/FAST, Merlin and Interact.
- Bank resources include PRO, Banking Center Online and National HelpLine site.
- Completed Excel classes, Six Sigma classes, PowerPoint classes and Access classes through Associate Learning Portal with Bank of America.

Professional Experience

National HelpLine Platform/Interact Senior Support Specialist/2nd Level CHAT Support Specialist, Bank of America - 12/2009 – Present

- Coach and support internal bank associates on variety of topics by answering calls, texts or e-mails.
- Utilize system applications to view and research information, track data and follow up with customers.
- Quickly and efficiently recognize and investigate problems; recommend solutions, offer options and resolve customer issues.
- Work with other support organizations to fulfill requests for complex issues when needing more information.
- Keep up to date and knowledgeable about bank technology, information and tools.
- Provide support as 2nd Level CHAT for India when escalation is necessary.
- Support Banking Centers when CHAT becomes too complex of a situation.
- Answer 2nd Level CHAT through e-mail.
- Accountable for the successful resolution of all customer requests.
- Review and edit National HelpLine communications prior to publication.

Client Escalation Team (CEU), Bank of America - 07/2009 – 12/2009

- Provided 2nd Level support and coaching to Support Specialists via phone for complex situations.
- Provided support to banking center associates via chat and some phone on complex questions.
- Documented all contacts and escalations accurately and completely.
- Provided timely and accurate resolution of escalated issues.
- Assisted in identifying trends and knowledge gaps.

National HelpLine Senior Quality Analyst, Bank of America - 02/2008 – 07/2009

- Responsible for facilitation of the National Service and Solutions Quality Program.
- Ensured calibration of team managers through monthly audit process.
- Ensured calibration of associates through weekly listening sessions and one-on-one coaching.
- Responsible for training and communication of changes to the program or measurement process.
- Acted as subject matter expert on various projects to support organization's goals and growth.
- Responsible for acting as an "ambassador" for change and influencing associates and management help ensure that we are meeting customer and business expectations.

- Responsible for researching requests, ad hoc reporting, gathering information and providing results from the research to help create solutions.
- Created PowerPoint presentations about results from research and presented them to the leadership team.
- Assisted with creating and promoting the Critical Thinking Document for associates to use in order to succeed on their calls.

National HelpLine Platform Specialist, Bank of America - 11/2004 – 02/2008

- Researched and communicated policies and procedures to Banking Centers.
- Communicated with other departments for assistance with calls.
- Created Second Level Cases to our support team when necessary.
- Created reports for team numbers and call quality.
- TFE certified in 2007.
- Associate of the Month for January, November, and December 2007.
- Customer Experience Winner, third quarter, 2007.
- Two years with the Atlanta Spirit Team.

Portfolio Analyst, Bank of America - 3/2004 – 10/2004

- Analyzed account portfolios for performance and efficiency.
- Recommended action to be taken on bankruptcy accounts.
- Consolidated account information into spreadsheets for review.
- Reviewed charge-off accounts and reported on amounts bank charged off.
- Worked on special projects for management.

Loan Officer, Bank of America - 12/2001 – 3/2004

- Reviewed applications for rate reduction on existing recreational and marine loans.
- Originated new recreational and marine accounts.
- Provided customer support to new and existing customers.

Recognitions and Awards

- Silver Award for second quarter performance, 2010
- Bronze Award for first quarter performance, 2010
- Nominated for the Make A Difference Award
- Recognized for Exceeding in Top Box Surveys
- Recognized for overall Exceeds for First Quarter
- Recognized for being K Performer in October 2009
- Recognized for being Top Performer for Fourth Quarter, 2009

EDUCATION

1991 – 1995: BA in Theatre, English minor, Georgia Southern University