

# BRADON FENNELL

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View my portfolio at [bradonfennell.yolasite.com](http://bradonfennell.yolasite.com)

## Professional Skills

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- Proven ability to handle and protect confidential information
- Consistent track record of efficiency, attention to detail, organization, reliability and flexibility
- Strong problem-solving skills; resolves conflict and customer concerns
- Effective communication and interpersonal skills; works well with others from diverse backgrounds
- Experienced in PowerPoint, Microsoft Excel and Outlook

## Professional Experience

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### **Financial Service Representative**–Zions First National Bank, SLC, UT ▪ May 2010–Present

- 4 + years' experience in customer service, sales, marketing, account management and cash handling
- Develop and retain long-term client relationships by providing exceptional customer service
- Assist clients and co-workers in opening accounts and handling transactions with a positive attitude
- Cross-sell and knowledgeably communicate bank products and services to satisfy customers and meet monthly goals
- Deliver trusted financial service and maintain customer and company information with confidentiality
- Provide fraud protection by following protocol on suspicious activity
- Train new hires; offer one-on-one coaching, ensure accuracy in processes, offer tips for effective cross-selling and following bank compliance
- Ensure that all company and customer information is securely filed in FileNet, X-Net and AVIVA

### **Special Project/Internship**-Marketing/Communication Department ▪ May-Aug. 2014

- Represented Zions' Bank CEO via correspondence in resolving customer complaints through email and over the phone
- Experience using Allegiance secure mail for internal and external complaint correspondence and secure record retention of resolved complaints
- Participated in executive meetings at the Office of the President, offered original ideas to contribute to marketing strategies
- Attended monthly Press Conferences, developed media contacts and reviewed press releases from partnering local businesses

## Education

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B.A. Degree Communication  
Utah Valley University, Orem, UT

Fall 2014



## **Volunteer Work**

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- Served a two-year service mission in Sao Paulo, Brazil
- Fluently speaks Portuguese
- Helped lead and train a volunteer team of over 20 members
- Taught English classes to over 60 students