



MB

Megan Bernotsky


Graphic Designer | Illustrator

Summary

- Works Well Under Pressure
- Proven Ability to Multitask
- Strong Problem-Solving Skills and Effective Time Management Skills
- Confident, Organized, and Has a Positive Attitude
- Strong Computer Skills
- Functions Well Both Independently and as a Team Member
- 5+ Years Customer Service Experience
- 2 Years Leadership Experience

Contact Information

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Education

• **Southern New Hampshire University**
BA in Graphic Design and
Media Arts 2022

• **Dunmore High School**
High School Diploma 2015

Skills

- 5+ Years : Adobe Photoshop
- 5+ Years: Microsoft Office Suite
- 5 Years: Procreate
- 5 Years: HTML/CSS
- 3 Years: Adobe Illustrator, InDesign

Work Experience

People's Security Bank and Trust | Dunmore, PA

Client Services Center Team Leader | July 2024 – Present

- Co-manages a team of 11 call center representatives.
- Performs internal management duties – approving time cards, training new employees, helping to keep up team morale, overseeing the schedule to make sure all shifts are covered, etc.
- Tracks call center statistics and reporting monthly.
- Creates documents to break down and explain bank procedures, as well as to help team members continue their education in banking products and customer service techniques.
- Deescalates customer issues, fraud concerns, and complaints.

FNCB BANK | Dunmore, PA

Customer Care Center Associate | March 2021 – July 2024

- Assists with customer concerns pertaining to online banking, loan inquiries, and other general bank related questions.
- Helps customers protect their accounts by reviewing suspicious activities.
- Uses problem solving skills to answer questions and maintain good customer relationships.
- Explains bank products and procedures to customers to assist with their financial needs.

Personal Banker | Apr 2019 - March 2021

- Performs Teller III Transactions, such as deposits, withdrawals, payments, account maintenance, balancing the branch, balancing the vault, performing audits on teller drawers, and ordering money for the branch.
- Performs Customer Service Representative duties, such as opening accounts, maintain customer relationships, account maintenance, order debit cards, and sending wires.

Fidelity Deposit and Discount Bank | Dunmore, PA

Universal Banker June 2017 – Jan 2018

- Performs Teller I transactions, such as deposits, withdrawals, and loan payments.
- Performs CSR duties, such as opening personal accounts, doing account maintenance, and ordering debit cards.
- Performs various duties such as filling/balancing the ATMs, ordering money, and keeping up with document retention.

Staples, Inc. | Dickson City, PA

Print and Marketing Supervisor Feb 2016 – June 2017

- Oversees all functionality and the overall workflow in the print and marketing department.
- Trains new employees and ensures they are knowledgeable in the area.
- Makes connections with customers as to gain business partners for the company.
- Personally, designs artwork, logos, and a variety of marketing materials for businesses.
- Assists in management responsibilities as assigned.