

# Olga Diva

JPMorgan Chase Bank - Associate Banker-ME

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## Contact

614.971.1300

[olga.diva@chase.com](mailto:olga.diva@chase.com)

## Languages

Russian and Ukrainian

## Capabilities

Customer Experience

Task Management

Teamwork

Bilingual

Customer Relationship

Management

## Reference

Available upon request.

## Experience

27-Jan-2021 – present

Associate Banker-ME

- Role: From to AB to AB-ME (Adding value to personal and business clients by being multi-lingual)
- Valued as an Asset within the Ukrainian and Russian community.
- Long lasting relationships, successful referrals to Private Banker and Investments opportunities
- Led the team to 3 successful branch reviews.
- Amazing OSAT Surveys: High Rating and Exceptional Customer Service, Attention to details
- Able to identify the needs of clients, recognize banking potentials and refer banking offers.
- Notary Public Officer
- Volunteer Champion with Chase
  - Yearly Turkey Trot (2021-2023)
  - Summer Bash 2024
- Certifications:
  - Cybersecurity Certificate of Achievement 2023

1-Sep-2017 – 21-Jan-2021

Zales Diamond Store at Easton Mall

- Achieves daily sales goals and delivers excellent customer service.
- Listens carefully in order to verbalize, with client input and feedback, what does and what does not work, then creates thoughtful solutions.
- Optimizes the client experience engagement, and when necessary, solving the client's issues by analysis and feedback to improve customer service while enhancing company sales.

1-Sep-2015 – 31-Oct-2016

Andrew's Jewelers

- Performs inventory management Manages financial /banking accounts Manages shipping /receiving and special orders Proficient in Jasper and Ramsey POS