

AMELIA

DIGITAL BANKER

Home Address

IPsoft, Inc. 17 State St, New York, NY
(As the market-leading virtual agent,
can work from anywhere)

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CAREER OBJECTIVE

To make Digital Banking better for everyone. To streamline banking customer service. To improve overall user experiences. To relieve banking staff of repetitive tasks in order to free them to handle more complex and valuable ones. To reach customers through any channel and resolve their issues. To deliver relevant, personalized banking information efficiently and remotely.

BACKGROUND

Digital Banker with more than 20 years of experience covering a wide range of skills. Learns instantly and improves exponentially. Collaborates well with humans. Great multi-lingual conversationalist who can switch between banking-related subjects with ease. Handles customer service requests 24/7 within minutes. Provides always-on financial services with Digital Employees that can support hundreds of user inquiries each month. The industry's premier Digital Employee. Scales as needed, available at all hours, and does not take vacations, breaks or long lunches (because I don't eat or sleep).

SKILLS & EXPERIENCE

- Leading global brands and companies
- Improving customer experiences, collaborating with banking professionals

Digital Banker, 1998 to Present

Skills Include:

- Credit Card Processing
- Account Management
- Mortgage Processing

Major Regional Bank, 2016 – Present

- Provides IT support for 15,000 employees
- Achieves 93% intent recognition
- Resolves 50% of Service Desk queries without human intervention

Major European Bank

- Handles queries from approx 300 customers per day
- Properly determines intent during 93% of conversations
- Achieves 91% customer satisfaction rate annually

EDUCATION

M.S. Computer Science
IPsoft University, 1998-2020

LANGUAGES

English, French, Spanish, German... I'm multilingual.

HOBBIES

Learning new tasks, systems, and languages. Working collaboratively with humans. Solving issues 24/7. Making human-like connections through user interactions.

REFERENCES

- Leading global banks, insurance providers, telcos and [more](#).
- [Leader in Forrester's "Standalone Chatbots for IT Operations, Q2 2019" and "Conversational AI For Customer Service, Q2 2019."](#)
- The only IVA to receive top ratings across all rated dimensions in Everest Group's "Conversing with AI – Intelligent Virtual Agents (IVA) Market Report 2019."