

# Nicholas Bush

## Summary

I'm an organized and financially groomed individual that handles each task with precision as well as knowledgeable decision making; strategizing most tasks to ensure effective and efficient work flow to maximize results.

## System Training

- ICCS
- CMS
- PHOENIX
- ACTIVE VIEW
- OPERA
- BC400
- IBMARC
- OVOS
- EUI

## Contact Details

Email:  
bushnicholas@gmail.com

Work Phone: 815-5233

Cell Phone : 923-6811

## Work Background

### Senior Customer Support Officer/Card Dispatch Officer / Temp Merchant Services

Cayman National Bank | Temp Merchant Services  
August 2017-January 2018 | Card Dispatch Officer  
Feb 2018 - January 2021 | Senior Customer Support Officer  
January 2021- Present

- Balancing Of Settlement Reports.
- Monitoring Credit Card Accounts ensuring additional funds are returned to the Card Holders Bank Accounts.
- Submit entries for rejected payments to merchant accounts.
- Process daily amounts from American Express.
- Generate Pre-renewal lists for credit/debit cards prior to the expiration of the cards.
- Review cardholders' details in the credit card systems and compare the information to all systems and note differences.
- Generate daily embossing files for production credit/debit cards.
- Printing of cardholder statements & review for interest adjustments.
- Programming of Credit Card Machines.
- Distribution of Credit Card Machines.
- Respond to customer queries.
- Identify and assess customers' needs to achieve satisfaction.
- Processing orders, forms, applications and requests.
- Logging and Filing of Daily Work
- A Multitude of Customer Support Duties & Supervision of Customer Support Officers

### Administrator

Interpath November 9th, 2022 -Present

- Duties normally associated with an insolvency and restructuring administrator.
- Project Assistance
- KYC Reviewal and Investigative actions

## Education

### High School Diploma/June 2013/ Sunlake Highschool

- Member of FBLA (Financial Business League of America)
- Suncoast Credit Union Intern
- Foreign Account Tax Compliance Act & Common Reporting Standard (Cayman National Training Certificate)
- Anti-Money Laundering, Countering Terrorist Financing, Sanctions & Anti Bribery & Corruption (Cayman National Training Certificate)
- Republic Online Academy-Managing Change Course
- Republic Online Academy-General Data Protection Regulations Course