

Mary Example

123 Woodland Circle, Mokena, IL 98765 | Cell: 815-555-3456 | mary.example@gmx.com

Comment [WU1]: Including all contact information on 1 or 2 lines is a more effective use of space than listing contact information in block format.

Banking Professional with 20+ Years' Experience

KEY SKILLS & QUALIFICATIONS

Quality Customer Service Professional

- Adaptable, at ease, and welcoming with a varied customer base ranging from individuals to commercial clients
- Committed to “going the distance” to achieve customer satisfaction while maintaining established goals and policies
- Consistently earn perfect Secret Shopper scores

Comment [WU2]: It is much more effective to have fewer skills/strengths and back them up with evidence than simply to list skills and character qualities.

Effective Communicator and Problem Solver

- Selected to update and rewrite the Teller Manual
- Patient and thorough with customers and coworkers
- Independent ability to evaluate needs and concerns and deliver solutions

Comment [WU3]: Include accomplishments and results, not just duties and responsibilities.

“Big picture” Focused, Flexible

- Understand departmental function as it relates to the whole organization
- Experience working in several job functions within the same branch

High Integrity

- Entrusted with supervision of large sums of cash as well as opening and closing the vault
- Authorized to handle outgoing and incoming cash shipments from the Federal Reserve
- Exercised discretion and confidentiality with sensitive customer and bank information

Organized, Detail Oriented

- Accurate and efficient in handling cash and customer transactions
- Thorough in obtaining and entering necessary customer information into bank data system
- Mindful for accurate compliance with bank and regulatory policies and procedures

BANKING EXPERIENCE

Assistant Teller Supervisor/Retail Banker | State Bank of Illinois, Mokena, IL Feb. 1992-Present

Proactive customer service professional with supervisory background

Other positions held during tenure: Head Teller, Personal Banker, and Teller

- Assist supervision of teller staff with the goal of providing quality customer service.
- Provide guidance and training to new and existing teller staff. Model, coach, and develop effective customer service and transaction skills among staff and new employees.
- Plan, schedule, and direct work assignments for efficient operation of department.
- Assist tellers in the resolution of difficult customer transactions or issues.
- Find and correct transaction errors as well as resolving cash differences.
- Designated for the balancing and security of vault cash in addition to assigned cash drawer.
- Retail Banker duties included the efficient handling of incoming telephone calls, greeting and directing lobby customers, and problem resolution.
- Processing new account transactions, complete related documents, accurately input data, and maintain organization of records and documents.
- Build customer relationships with the bank by assessing financial needs, suggesting appropriate bank products and services and if necessary, refer to another department for further assistance.

Comment [WU4]: If you have experience in the industry in which you are seeking a job, name your related experience section accordingly.

EDUCATION

Bachelor of Science, Business Administration—Bob Jones University, Greenville SC