

Maureen Jones

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BANK TELLER ■ RETAIL BANKING OPERATIONS

Accurately process customer teller transactions | Help customers meet financial goals

~ Provide valuable in-person services as the industry moves to mobile and automated banking solutions ~

Experienced bank teller known for delivering friendly service and personalized attention to all customers. Contribute to achieving branch sales goals by recommending products and services that meet customer needs. Solid knowledge of banking regulations and compliance matters; adhere to security and compliance procedures for protection of cash and other assets.

EXPERIENCE

ABC BANK — Sometown, ID ■ **Bank Teller**, 2010 to Present

Handle financial transactions at high-volume branch in downtown business district. Manage deposits, withdrawals, transfers and check cashing; verify customer identification, signature and balance information; process loan payments; and open/close accounts.

Contributions:

- Achieved an excellent drawer balancing record of zero shortages or overages throughout tenure.
- Selected as lead teller to implement “express line” for single transactions during peak business periods. Lowered average wait-time by 25%, leading to highest customer satisfaction scores in branch history.
- Won 2nd place for number of car loan referrals and 1st place for number of money market savings account referrals during two recent cross-selling promotions.
- Educated customers on online service offerings and mobile apps. Helped account holders access technology to enhance banking convenience via multiple self-service channels.

DEF COMPANY — Sometown, ID ■ **Cashier**, 2007 to 2010

Handled transactions and managed cash register drawer reports for electronics retailer.

Contributions:

- Recognized for drawer-count accuracy, customer service excellence and outstanding work ethic throughout employment at XYZ.
- Built rapport with customers, displaying friendly, attentive service in all interactions.
- Earned “Employee Ace” award for going above and beyond in assisting teammates and customers.

EDUCATION

ABA Bank Teller Certificate, American Bankers Association

Completed ABA required courses: