

Jessica Claire

Montgomery Street, San Francisco, CA 94105
(555) 432-1000 - resumesample@example.com

SUMMARY

Organized and detail-oriented banker/teller with 5 years of cash handling and customer service experience. Proven expertise in general accounting and finance concepts. Astute Teller adept at providing well-rounded customer service with strong communication skills, sales experience and deep knowledge of banking industry.

SKILLS

- Risk management evaluation background
- Strong sense of banking ethics
- Currency and coin counter
- Excellent communication skills
- Safe and vault operation
- Exceptional customer service
- Supervision
- Debt and credit management
- Call center experience
- Critical thinking
- Friendly, positive attitude
- Data management
- Documentation skills
- Issue and conflict resolution
- Superior computer skills
- Customer Service
- Focused on customer satisfaction
- ATM troubleshooting, analysis, and maintenance
- Safe food handling
- Quality control
- Trained in icing techniques
- Supervisory experience
- Proficient in cake decorating
- Sanitation

EXPERIENCE

- 11/2020 to Current **24-Hour Banking Contact Center Personal Banker**
C&F Bank – Cumberland, VA
- Researched and resolved customer issues on personal savings, checking and lines of credit accounts.
 - Offered every customer exceptional service levels by remaining friendly and professional during every transaction.
 - Helped customers open and close accounts, apply for loans and make sound financial decisions.
 - Adhered to strict guidelines regarding financial and customer data to avoid breaches and information misuse.
 - Increased knowledge of banking products and services by actively participating in available training classes and workshops offered to employees.
 - Verified amounts and integrity of every check or funds transfer.
 - Acted as pivotal point of contact between bank branches regarding guidelines and practices.
 - Served approximately over 100 customers each shift, remaining composed and professional even in high-stress situations.
- 06/2016 to 11/2020 **Teller**
Winco Foods – Independence, OR
- Maintained optimal financial controls by securing funds and making accurate transactions.
 - Reported daily averages and shortages to operations department.
 - Adhered to financial services security and audit procedures.
 - Maintained confidentiality of bank records and client information.
 - Supplied tellers with coin and currency as needed.
 - Increased knowledge of banking products and services by actively participating in available training classes and workshops offered to employees.
 - Warmly welcomed customers and offered pleasant service during entire transaction, which improved satisfaction ratings.
 - Delivered prompt, accurate and excellent customer service.
 - Conducted special service and account transactions for customers, including ordering checks and placing stop payment orders.
 - Processed all sales transactions accurately and promptly to prevent long customer wait times.
 - Received regional branch recognition award for outstanding customer service.
 - Managed opening and closing times for main branch.
 - Verified amounts and integrity of every check or funds transfer.
 - Trained employees on cash drawer operation.
 - Maintained accurate teller drawer using to handle all customer bank transactions.
 - Processed cash withdrawals.
 - Adhered to strict guidelines regarding financial and customer data to avoid breaches and information misuse.
 - Examined checks for identification and endorsement.
 - Researched and resolved customer issues on personal savings, checking and lines of credit accounts.
 - Balanced daily cash deposits and bank vault inventory with zero error rate.
 - Offered every customer exceptional service levels by remaining friendly and professional during every transaction.
 - Directed specific questions to appropriate branch personnel.
 - Recommended additional products, services and benefits for customers.
 - Acted as pivotal point of contact between bank branches regarding guidelines and practices.
 - Fulfilled diverse duties to provide customer service, operate money counters, balance and replenish ATMs, maintain accounts and open new accounts.
- 03/2008 to 04/2016 **Bakery Department Manager**
Walmart – City, STATE
- Checked freshness of all bakery goods and food in bakery, removing and disposing of stale or outdated items.
 - Decorated cakes and pastries, baked breads, tarts and pies and created specialty desserts.
 - Minimized cross-contamination and infection risks by consistently following safe food handling procedures.
 - Implemented and executed merchandising programs to maintain and increase sales.
 - Scheduled employees to keep all bakery shifts well-staffed for peak times and holidays.
 - Ordered merchandise with accuracy by verifying back stock and maintaining inventories.
 - Displayed freshly baked items, including cupcakes, cookies and cinnamon rolls on counters and tables to entice passersby to visit and make purchases at bakery.
 - Maintained detailed and accurate accounting records by overseeing documentation of sales, purchases and requisitions.
 - Taught junior employees how to meet operational and sales goals with proactive strategies.
 - Conducted department walkthroughs to assess and remedy factors such as cleanliness, inadequate stock levels and poor merchandising.
 - Organized and updated schedules to optimize coverage for expected customer demands.
 - Streamlined operations and improved employee focus and productivity by prioritizing tasks prior to start of each shift.
 - Responded to customer inquiries and delivered appropriate information after carefully researching issues.
 - Supervised successful, well-supplied and highly organized establishment thanks to consistent oversight and regular cleanliness inspections.
 - Collaborated with all company departments to ensure cohesive branding and strategic product placement.
 - Researched out-of-stock items to find additional inventory in other store locations.
 - Worked one-on-one with employees to motivate while delivering constructive criticism in busy, retail environment.
 - Hired, trained, supervised and motivated team of [Number] retail professionals to provide knowledgeable and fast service to every guest.
 - Increased sales on consistent basis by developing and maintaining key customer relationships.
 - Reviewed sales reports to enhance sales performance and improve inventory management accuracy.
 - Conducted job interviews, led employee performance evaluations with constructive feedback and rewarded top sales performers to attract and retain top-quality personnel.
 - Increased sales on consistent basis by developing key customer relationships.
 - Oversaw entire stock management process, including receiving incoming merchandise, shelf replenishment and shrinkage control.
 - Reviewed inventory and sales records, tracked trends and reported on activities to senior management for use in key decision making.
 - Mentored employees and instructed on management of complicated sales, complex issues and difficult customers.

EDUCATION AND TRAINING

Practical Nursing
Mingo County Vocational-Technical Center - Delbarton, WV

06/2007 **CNA License : Nursing**
Mingo County Vocational-Technical Center - Delbarton, WV

06/2007 **High School Diploma**
Matewan High School - Matewan, WV