

# RACHEL ANDERS

## Personal Banker

 r.anders@email.com

 (123) 456-7890

 Los Angeles, CA

 LinkedIn

## EDUCATION

Bachelor of Arts

Economics

**University of California, Berkeley**

 2011 - 2015

 Berkeley, CA

## SKILLS

- Fiserv
- Salesforce
- currency counters
- Chase Online
- Venmo
- Laserfiche
- CTS

## CERTIFICATIONS

- Certified Bank Teller (CBT)

## WORK EXPERIENCE

### Personal Banker

JPMorgan Chase

 2020 - current  Los Angeles, CA

- Opened new accounts for customers, fostering relationships with customers that grew referrals to the bank by 6%
- Supported bank-to-bank CTS check settlements to keep branch liquidity above 71%
- Assisted in internal audits, and helped reduce discrepancies by 42% by updating documentation and performing more frequent reconciliations
- Analyzed Venmo payment security reports before recommending to customers and boosted transactions' security by 31%
- Identified 24 high-value customers on Salesforce and developed bespoke products, bringing in \$1.1M cash flow in one month
- Built 101 long-term client relationships, ***exceeding annual sales quota by 117%***

### Bank Teller Assistant

U.S. Bank

 2017 - 2020  San Diego, CA

- Oversaw currency authenticity in all transactions using currency counter
- ***Enhanced customer retention to 87%*** by ensuring 24/7/365 online customer support on Laserfiche
- Resolved 97% of customer queries without having to refer them to a senior
- Prioritized serving senior and disabled customers and received 94 5-star reviews for customer satisfaction

### Customer Service Representative

Bank of America

 2015 - 2017  Oakland, CA

- Delivered exemplary customer service that saw customer satisfaction rating grow by 48%
- ***Led to a 71% decrease in query tickets*** to the customer support team by educating clients on the effective use of Chase Online
- Generated \$6M from return customers in the first month in new role by informing first-time clients of new products
- Engaged a section of customers on Fiserv and recorded 43% growth in new sales after the sessions