

Jessica Claire

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PROFESSIONAL SUMMARY

Hardworking and reliable Individual with a strong ability in leadership. Offering creativeness and willingness to learn and grow with any company. Highly organized, proactive, compassionate and punctual with team-oriented mentality.

SKILLS

- Cash handling expertise
- Staff Management
- Business Development
- Sales professional
- Relationship building and management
- Creative and Innovative
- Sales and Marketing
- Policies and procedures
- Verbal and written communication
- Coaching and mentoring
- Microsoft Office
- Microsoft Teams
- Conflict Resolution

WORK HISTORY

Assistant Banking Center Manager, 01/2021 - 02/2023

First Financial Corporation Indiana – Washington, IN

- Completed month-end and year-end closings, kept records audit-ready and monitored timely recording of accounting transactions.
- Counseled customers in selection of financial products to meet banking needs.
- Managed the tellers while the Banking Center Manager was out of the building
- Created the team work schedule for shifts and surprise monthly audits
- Helped customers navigate online banking and debit card usage
- Created a fun and safe working environment for the staff
- Planed out quarterly branch team building exercises outside of the branch
- Covered shifts when tellers were either sick or had training and were out of the branch
- Attended Leawood Chamber events on behalf of the branch and bank
- Opened and created accounts for customers for personal and businesses
- Followed opening and closing procedures for the branch without fail
- Conducted one on ones with staff to check in with completion of daily and weekly goals
- Created and lead team meetings for the week
- Pulled and ran daily branch reports for retention and branch growth
- Opened and closed Safe Deposit Boxes
- Adhered to strict guidelines regarding financial and customer data to avoid breaches and information misuse
- Delivered exceptional service to customers in person or over telephone
- Assisted in getting the bank several 5 star google reviews
- Checked and approved weekly payroll for staff

Teller/Personal Banker, 11/2015 - 01/2021

Wesbanco – Lexington, KY

- Used job-related software and computer to collect and record customer deposits, fees and issue receipts.
- Prepared bank deposits, general ledger postings and statements.
- Examined checks for endorsements to verify legality of documents.
- Entered new account information into computers and filed related forms and other documents.
- Trained employees on cash drawer operation.
- Adhered to financial services security and audit procedures.
- Researched and resolved customer issues on personal savings, checking and lines of credit accounts.
- Balanced daily cash deposits and vault inventory with zero error rate.
- Performed special services for customers, ordering bank cards and checks.
- Issued and redeemed money orders, cashier checks, traveler's checks and savings bonds.
- Fulfilled diverse duties to provide customer service, operate money counters, balance and replenish ATMs, maintain accounts and open new accounts.
- Directed specific questions to appropriate branch personnel.
- Used customer information to tailor recommendations to promote or sell travelers' checks, savings bonds and cashier's checks.
- Received mortgage and other loan payments, verifying payment dates and amounts due.

Crew Memeber, 05/2011 - 11/2015

AMC Theaters – City, STATE

- Demonstrated proper food safety practices by accurately completing quality control checklist.
- Packed fast food products in approved containers, cups and bags.
- Processed payments on cash register and counted back bills and change to patrons.
- Drove team success by quickly completing assigned tasks.
- Restocked napkins, condiments and utensils at self-service areas during slow periods.
- Explained current promotional information and items to patrons.
- Assisted management with inventory control and stock ordering.
- Interacted pleasantly with guests to deliver quality customer service
- Managed the Guest Services desk on the busy weekend nights
- Helped plan events
- Helped the marketing manager hang and display posters as well as allocate them to the proper crew members when finished

EDUCATION

High School Diploma : 05/2011

Blue Valley West High School - Overland Park, KS

Some College Completed

Johnson County Community College - Overland Park, KS

AFFILIATIONS

- Leawood Chamber of Commerce
- Young Professionals Committee with the Leawood Chamber