

FRED SMITH

Fiscally responsible and experienced bank teller seeking to join the team at Beanpot Trust and Loan. A proven customer service superstar, who possess an uncanny ability to communicate with customers, co-workers, and financial consultants. Five-years of experience as a front of house bank teller, helping customers with deposits, withdrawal, transaction research, filing financial documents, and notary public services. Exceptional team player, who channels constructive criticism into proactive solutions.

Personal

Address
567 Fenway Blvd
02101 Boston, Mass

Phone number
555-123-4567

Email
example@cvmaker.com

Skills

Customer Satisfaction

Conflict Resolution

Cash Handling

Multitasking

Creative Problem Solving

Organization

Microsoft Office Suite

Work experience

Senior Bank Teller Aug 2019 - Present
Wells Fargo Financial Services, Boston, Mass

Currently serving as a Senior Bank Teller at Wells Fargo Financial Services in Boston. Key accomplishments include:

- Processing bank transactions for customers including deposits, loan payments, managing safe deposit box transactions, cash withdrawal, balancing cash drawers, auditing night deposits, and amending financial discrepancies.
- Supervised a team of eight junior tellers, provided auditing and balancing of cash and check transactions, and assisted with monthly performance reviews.
- Completed thousands of customer transactions with 100% perfect balance sheet for 25 consecutive months.
- Reply and engage with customers on account inquiries and communicated with Federal Reserve on behalf of US Saving Bond applications.
- Trained four new bank tellers with no practical experience, ensuring they were competent on FDIC protocol, and company policies.

Junior Bank Teller Jun 2016 - Jul 2019
First Bank of Texas, Ft Worth, Texas

Served as an entry-level bank teller at the First Bank of Texas in Ft Worth, Texas while attending the University of Texas. Daily and weekly responsibilities included:

- Established professional relationships and credibility with hundreds of loyal customers, processed thousands of transactions weekly, with an exceptional attendance record.
- Learned FDIC regulations for lending, safe deposit box operations and guidelines, and cash handling procedures.
- Assisted bank supervisors with daily cash drawer balancing and audits, vault counts, and electronic check deposits.
- Maintained a perfect cash drawer balance during my two years of employment.

Cashier Sep 2014 - Jun 2016
Kroger Grocery Store, Ft Worth, Texas

Hired as a service assistant at Kroger Grocery Store in 2014 while attending high school. Promoted to cashier within six months. Daily responsibilities included:

- Processing customer transactions on the front end, photo lab, and customer service department.
- Maintaining a perfect cash balance record.
- Engaging with a diverse group of customers and communicating with them in English and Spanish.
- Handling customer complaints with tact and compassion. Elevating issues as needed to management.
- Supervising service assistants as directed by management.