

# Lorraine Hudson

Bank Teller

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loraine.hudson 

Analytical, detail-oriented professional with 8+ years of extensive experience in providing exceptional customer service, administering customer transactions, and promoting company offerings in the banking industry. Exceptionally organized and focused, demonstrating an outstanding aptitude to manage and balance a variety of financial transactions in a fast-paced environment.

## WORK EXPERIENCE

### Double Star National Bank

Bank Teller

08/2017 - Present

Harrisburg, PA

- Administer the balancing of the branch's vaults, Automated Teller Machines (ATMs), Teller Cash Dispensers (TCDs), and Teller Cash Recyclers (TCRs) with a daily total of more than \$200K.
- Leverage organizational and prioritization abilities, coupled with superior attention to detail to efficiently process 20+ transactions per hour, attending to 50+ customers on a daily basis.
- Establish strong credibility with clients by providing accurate information to address concerns regarding their accounts and other bank products, resulting in achieving the highest rate of customer loyalty and retention.
- Serve as a Team Lead in the absence of the supervisor to maintain seamless bank operations and procedures.

### Bank Teller/Lead

Bank of Pennsylvania, Lancaster Branch

07/2013 - 07/2017

Lancaster, PA

- Demonstrated leadership in implementing adequate training to team members, resulting in improved performance and customer service delivery, which increased the existing client base by more than 30%.
- Provided efficient support to the Assistant Manager in overseeing the day-to-day operations to ensure an efficient and productive business workflow.
- Maximized customer satisfaction by catering a proactive day-to-day call center assistance to address client concerns.
- Contributed to designing and delivering effective training programs for newly hired employees to acquaint them with the bank's policies and operational procedures.

### Banking & Finance Intern

Blue Verticals Credit Union

06/2012 - 06/2013

Philadelphia, PA

## EDUCATION

### MS. in Banking and Finance

The University of Philadelphia

08/2010 - 06/2012

## AREAS OF EXPERTISE

Cash Drawer Balancing

Cash Handling Skills

Client Relationship Management

Complex Problem-Solving

Staff Training & Development

Recordkeeping & Documentation

Exceptional Customer Service

Analytical & Critical Thinking

## CERTIFICATION

Certified Bank Teller (06/2013) 

*Bank of Pennsylvania Training Center*

Teller Specialist Certificate Program (06/2013)

*Independent Community Bankers of America (ICBA)*

## PROFESSIONAL AWARDS

Bank Teller of the Year (2019)

*Double Star National Bank*

The Employee of the Month - 8 times in 4 years

*Bank of Pennsylvania, Lancaster Branch*

## LANGUAGES

English  
Native

Spanish  
*Full Professional Proficiency*

French  
*Full Professional Proficiency*

## INTERESTS & HOBBIES

 Meditation

 Archery

 Gardening

 Photography