

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