

# Charles Simson

## Bank Teller Providing Valuable In-Person Services to Help Customers Meet Financial Goals

Experienced Bank Teller offering 8 years of domestic and international customer transactions, referring credit products and balancing cash drawers. Exceptionally organized and customer-focused, demonstrating an outstanding aptitude to manage and balance a variety of financial transactions in fast-paced environments.



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Victoria, IL

## Work Experience

02/2017 - Present

### Bank Teller Lead

SHB Bank, Victoria Branch

- Administer the balancing of the branch's vaults, ATMs, TCRs, and TCDs with a daily total of over \$80K.
- Provide efficient support to the Branch Manager in supervising the day-to-day operations to ensure a productive business workflow.
- Establish strong credibility with clients by providing accurate information to address concerns regarding their accounts and other bank serviced, resulting in achieving a 4.8/5\* rating of customer reviews on Facebook page.

10/2013-12/2016

### Bank Teller Lead

SHB Bank, Point Comfort Branch

- Handled financial transactions, deposits, withdrawals, transfers, and check cashing.
- Maximized customer satisfaction by catering proactive day-to-day call center assistance to resolve client concerns and issues.
- Work closely with the Sales team to identify customer needs and promote current offers to customers.
- Awarded "Employee Ace" in 2015 for going above and beyond in assisting teammates and customers.

## Education

### Brandeis University, MA

B.S. in Applied Teller Certificate

Class of 2010

## Certification

### ABA Bank Teller Certificate

## Skills

### Hard Skills

- Collections proficiency
- Cash handling
- Bank security issues
- Debt and credit management
- Account coding

### Soft Skills

- Analytical
- Detail-oriented
- Organized
- Communication skills
- Interpersonal skills