

# Reginia Peklo

## Banking Officer

Results-driven Banking Officer with 2 years of experience in providing excellent customer service, managing accounts, and conducting financial transactions. Adept at maintaining compliance with banking regulations and policies, implementing effective cross-selling strategies, and streamlining processes to enhance operational efficiency. Strong analytical and interpersonal skills, with a proven ability to build and maintain relationships with clients, colleagues, and stakeholders.

[reginia.peklo@gmail.com](mailto:reginia.peklo@gmail.com) 

(764) 331-2455 

1234 Desert Breeze St, Phoenix,  
AZ 85032 

### Education

**Bachelor of Business Administration in Banking and Finance at Arizona State University, Tempe, AZ**

Sep 2017 - May 2021

Relevant Coursework: Financial Management, Investment Analysis, Risk Management, Banking Operations, Corporate Finance, Financial Accounting, and Business Economics.

### Links

[linkedin.com/in/reginiapeklo](https://www.linkedin.com/in/reginiapeklo)

### Skills

Risk assessment

Financial analysis

Customer service

Regulatory compliance

Loan processing

Credit evaluation

Cash management

### Languages

### Employment History

#### Banking Officer at Wells Fargo, AZ

Mar 2023 - Present

- Successfully increased the overall loan portfolio by 15% within a year by acquiring new clients and retaining existing ones, resulting in an additional revenue of \$1.2 million for Wells Fargo, AZ.
- Streamlined the loan approval process by implementing a new risk assessment model, reducing the average time taken for loan approvals by 35% and improving customer satisfaction by 20%.
- Led a team that achieved the highest cross-selling ratio in the region, with an increase of 25% in sales of additional financial products to existing customers, generating an extra income of \$500,000 for the bank.

#### Assistant Banking Officer at Bank of America, AZ

Sep 2021 - Feb 2023

- Successfully managed a portfolio of over 150 high net-worth clients, resulting in a 20% increase in overall client satisfaction and a 15% growth in assets under management within one year.
- Streamlined the loan application and approval process by implementing new software and training for staff, reducing the average loan processing time by 25% and increasing the number of approved loans by 30% in a six-month period.
- Implemented a targeted marketing campaign that led to the acquisition of 50 new small business clients, generating an additional \$2 million in annual revenue for the bank.

### Certificates

#### Certified Anti-Money Laundering Specialist (CAMS)

Oct 2021

#### Certified Credit Professional (CCP)

Mar 2020

### Memberships

#### American Bankers Association (ABA)

#### Institute of International Bankers (IIB)