

Brooke Smith

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Banking professional with over 10 years of experience seeking a new and challenging role. Experience in many areas of the banking world, including bank telling, management, personal banking and corporate banking. Passionate about supporting customer needs and providing expert service.

Education

Associate of Applied Business

Cuyahoga Community College,
Cleveland, OH
September 2007 to May 2009

Key Skills

- Cash management
- Attention to detail
- Customer service
- Microsoft Office
- Banking software

Professional Experience

Bank Teller

Cleveland Municipal Bank, Cleveland, OH | June 2012 - Present

- Greet customers and listen to needs regarding financial solutions
- Handle customer requests quickly and efficiently, including cashing checks and money orders, depositing and withdrawing cash, checking account balances and providing account information
- Provide advice based on bank practices and personal knowledge about accounts, credit cards and loan payments
- Educate clients about additional banking products available, including certificates of deposit and personal loans
- Partner with personal bankers to refer clients in need of credit cards, loans and other financial tools

Junior Bank Teller

Wickliffe Bank, Wickliffe, OH | July 2009 - June 2012

- Assisted bank tellers with processing financial products, including cashing checks and money orders
- Promoted banking products, like loans and higher tier checking and savings accounts to clients
- Helped enter transactions into company banking software to keep accounts up to date and accurate
- Provided basic information to customers, including account balances