

Kasey Dass

Bank Teller

Personal Info

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Skills

basic accounting

cash drawer maintenance

CRM

MS Office

interpersonal skills

communication

building customer loyalty

complaint resolution

Efficient bank teller with 2+ years of experience and solid skills in basic accounting and cash drawer maintenance. Seeking to provide efficient customer service at BA&H Bank. At Southwest Pine Bank, handled transactions of \$500,000 per day. Exceeded sales goals by 8%.

Experience

2017 -

CashierBank Teller

2019

Southwest Pine Bank

- Completed 250+ daily transactions worth \$500,000 per day.
- Maintained high level of customer service, contributing materially to a 15% rise in customer retention in a six month period.
- Exceeded sales goals by 8% per quarter. Used active listening to find customer needs and match them with extensive product knowledge.

2016 -

Cashier

2017

Takacz Veterinary Clinic

- Processed 150+ drawer transactions per day.
- Used basic accounting skills to open and close drawer.
- Wrote 500+ customer reports weekly with MS Office
- Resolved 10+ complaints per week with 100% satisfaction.

2013 -

Team Member

2016

Applebee's

Ran cash drawer during busy times.
Scored 97% positive on customer comment card tallies thanks to friendly attitude, good communication skills, and efficient service.

Education

2011 -

BA, Classics, ASU

2015

- Maintained 4.0 GPA in all accounting coursework.
- As cashier in school bookstore, created survey initiative that led to 25% rise in customer loyalty over online shopping competitors.

Volunteer Work

Board Member, Pima County Homeless Shelter

- Organize biannual fundraisers worth \$30,000 per year.
- Work with board to develop monthly budget.
- Network with 100+ community business leaders.

Additional Activities

Lead weekly HIIT classes to groups of 12+.

Active member, Business Networking International.