

ISABELLE TODD

Personal Banker

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MY LIFE PHILOSOPHY

The best way to find yourself is to lose yourself in the service of others. - Mahatma Gandhi

SUMMARY

Experienced Personal Banker with a proven track record of delivering outstanding customer service, building strong relationships, and ensuring accurate financial transactions. With over 5 years of experience in the banking industry and expertise in cash handling, banking operations, and financial advisory, I am confident in my ability to contribute to the success of Cornerstone Bank. I am eager to leverage my skills and passion for helping customers to achieve their financial goals. My proudest achievements include consistently receiving positive feedback from customers, achieving top sales performance, and making a positive impact in the community through volunteer work.

STRENGTHS



Customer Service

Consistently provided excellent customer service resulting in positive feedback and high customer satisfaction ratings.



Relationship Building

Built strong relationships with customers, resulting in increased customer loyalty and retention.



Attention to Detail

Demonstrated exceptional attention to detail, ensuring accurate processing of customer transactions.

EXPERIENCE

2022 - Ongoing

New York, NY

Personal Banker

Bank of America

Provided personalized banking services to customers, including opening and closing accounts, processing transactions, and providing financial advice.

- Assisted customers in opening new accounts, resulting in a 20% increase in new customer acquisitions.
- Processed daily cash transactions with zero errors, ensuring accurate account balances for customers.
- Identified customers' financial needs and recommended suitable banking products, resulting in a 25% increase in cross-selling.