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| ***Nathan McLain*** |

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|  | ***Professional Summary***  Currently a student at Olympic College and personal banker at Key Bank. Pursuing a Bachelor of Applied Science in Information Systems. Along with all the pre-requirements for the BAS-IS, I have self-taught experience with Computer repair and building.  ***Work Experience***  Key Bank - Personal Banker  Belfair, WA  *03/2022 - Current*   * Networked to increase client base and encourage existing clients to expand financial portfolios. * Collected customer information and completed new account forms. * Verified customer identity and reviewed documentation for accuracy. * Managed deposits, withdrawals, and wire transfers to process smooth banking transactions for clients. * Balanced cash drawers and vault accounts daily with zero discrepancies. * Cross-sold bank products and services to meet customer needs and provide options.   Timberland Bank - Customer Service Representative (CSR)  Silverdale  *04/2021 - 03/2022*   * Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences. * Promptly responded to inquiries and requests from prospective customers. * Assisted with training of new tellers on policies and procedures. * Learned about customer's financial needs, established trust, and optimized sales opportunities resulting in quality customer service. * Assisted customers with compromised debit cards and issued new credentials. * Audited fellow teller currency to contribute to dual-control procedures. |  |  | |  |  | | --- | --- | |  | nathanmclain@live.com | |  | 3608014291 | |  | Belfair, WA 98528 Belfair, WA 98528 |   ***Certifications***   * Network Pro Certification- 03/2023   ***Education***  Expected in 06/2023  Olympic College  Bremerton, WA  Associate of Arts : Computer and Information Sciences   * Dean's List All of 2019 * Completed at required course work for entry into the BAS-IS program   06/2018  North Mason Senior High School  Belfair, WA  High School Diploma   * National Honor Society Treasurer &Key Club Vice President * 3.89 GPA * Graduated with Honors & top 10%   ***Skills***   * Java * Python * HTML & CSS * Troubleshooting * Computer Repair * Java * Python * HTML & CSS * Troubleshooting * Computer Repair |  |
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