

# Shumaila Ahmad Tahir

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*[Tagline should identify the job title of the position you are applying to and list 3 key related skills.]*

## **JOB TITLE: BANK TELLER**

**SKILL 1: CASH HANDLING PROFICIENCY**

**SKILL 2: CUSTOMER SERVICE SKILLS**

**SKILL 3: ATTENTION TO DETAIL**

- Currently doing Software Engineering Technology - Artificial Intelligence
- 3 years' experience as a bank teller, delivering great customer service.
- Trained in Banking Software systems for smooth transaction processing.
- Expert in handling cash, balancing drawers, and processing transactions accurately.
- Strong communicator, able to help customers in different languages.
- Proficient in Microsoft Office (Word, Excel, PowerPoint).

## **EDUCATION**

### **Software Engineering Technology-Artificial Intelligence**

January 2024 – Expected

Graduation in December 2026

Centennial College, Toronto, ON

- 3.66 GPA in the first semester
- Relevant Courses:
  1. Software Engineering Requirements
  2. Programming 1 & Programming 2
  3. College Communications 2
  4. Unix/Linux Operating Systems
  5. Discrete Mathematics

### **Master of Arts in English Linguistics 2007 - 2009**

Government College University, Faisalabad, Pakistan.

## **WORK EXPERIENCE**

### **Bank Teller**

2009 - 2012

Allied Bank Limited, Pakistan.

- Expertly manage financial transactions including cash deposits, withdrawals, cheques, transfers, bill payments, and credit card payments with precision and accuracy.

## **RESUME TEMPLATE (With Work Experience) – Start your resume**

- Efficiently gather and process information for services such as opening accounts, setting up savings plans, and purchasing bonds, ensuring seamless customer experiences.
- Resolve customer inquiries and account discrepancies with exceptional problem-solving skills, enhancing customer satisfaction and loyalty.
- Proactively inform customers about available banking products and services, addressing their needs and promoting bank offers.
- Verify and accurately balance ATM transactions and ledger entries, ensuring financial integrity.
- Calculate service charges and interest payments efficiently, providing clear and accurate information to customers.
- Demonstrated exceptional cash handling abilities, ensuring accurate and efficient processing of transactions, and maintaining balanced cash drawers consistently.