



# Sophia Smith

## Bank Teller

Analytical, detail-oriented professional with 8+ years of extensive experience in providing exceptional customer service, administering customer transactions, and promoting company offerings in the banking industry. Exceptionally organized and focused, demonstrating an outstanding aptitude to manage and balance a variety of financial transactions in a fast-paced environment.

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📍 Philadelphia, PA

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## SKILLS

Cash Drawer Balancing

Cash Handling Skills

Client Management

Complex Problem-Solving

Staff Training & Development

Record-keeping & Documentation

Exceptional Customer Service

Analytical & Critical Thinking

## WORK EXPERIENCE

### Double Star National Bank Bank Teller

08/2017 - Present

Harrisburg, PA

#### Achievements/Tasks

- Administer the balancing of the branch's vaults, Automated Teller Machines (ATMs), Teller Cash Dispensers (TCDs), and Teller Cash Recyclers (TCRs) with a daily total of more than \$200K.
- Leverage organizational and prioritization abilities, coupled with superior attention to detail to efficiently process 20+ transactions per hour, attending to 50+ customers on a daily basis.
- Establish strong credibility with clients by providing accurate information to address concerns regarding their accounts and other bank products, resulting in achieving the highest rate of customer loyalty and retention.
- Serve as a Team Lead in the absence of the supervisor to maintain seamless bank operations and procedures.

### Bank Teller/Lead Bank of Pennsylvania, Lancaster Branch

07/2013 - 07/2017

Lancaster, PA

#### Achievements

- Demonstrated leadership in implementing adequate training to team members, resulting in improved performance and customer service delivery, which increased the existing client base by more than 30%.
- Provided efficient support to the Assistant Manager in overseeing the day-to-day operations to ensure an efficient and productive business workflow.
- Maximized customer satisfaction by catering a proactive day-to-day call center assistance to address client concerns.
- Contributed to designing and delivering effective training programs for newly hired employees to acquaint them with the bank's policies and operational procedures.

### Banking & Finance Intern Blue Verticals Credit Union

01/2013 - 06/2013

Philadelphia, PA

## EDUCATION

### MS. in Banking and Finance The University of Philadelphia

2010 - 2012

## HONOR AWARDS

Bank Teller of the Year (2019)

Double Star National Bank

The Employee of the Month - 8  
times in 4 years

Bank of Pennsylvania, Lancaster Branch

## LANGUAGES

English

Native or Bilingual Proficiency

Spanish

Full Professional Proficiency

French

Full Professional Proficiency

## INTERESTS

🧘 Meditation

🌱 Sustainability

👨‍🍳 Italian Cuisine

🌿 Gardening