



CRISTINA TEACA

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SUMMARY

Diligent banking professional with unsurpassed attention to detail and superior ethics. Focused on balancing customer needs with bank security requirements and sales targets. Knowledgeable about regulatory requirements and protection protocols.

EDUCATION

English and Maths (Level 2), 2022
Tresham College - Corby, United Kingdom

High School Diploma : 2008, Soroca,
Republic of Moldova

LANGUAGES

- English
- Romanian (native)
- Russian

EXPERIENCE

Shift Supervisor, 06/2019 to Current

iForce Group - Corby, Northamptonshire

- Ensure all processes, daily checks, defect reporting, training, and operations of MHE are conducted in line with both Company and Legislative Health and Safety Requirements
- Kept Operations Manager, and other upper-level management teams apprised of daily operations
- Delegated tasks effectively amongst large teams, ensuring continued success against daily KPI targets
- Successfully managed up to 100 employees per shift by monitoring workload, assessing performance and assigning duties
- Handle customer and employee complaints
- Briefed teams on daily operational requirements, motivating and incentivising staff to work tirelessly to achieve them

Bank Teller , 12/2015 to 10/2018

Moldindconbank - Soroca, Moldova

- Received cash and checks for deposit, verified amounts, and endorsements, and examined for counterfeit bills
- Demonstrated expertise in identifying and mitigating potential fraud and transaction risks
- Identified and eliminated errors when balancing cash point transactions, teller cash dispensers, and teller cash recyclers
- Entered transactions into a computer and issued customer receipts
- Answered customer queries about product prices, product availability and service changes
- Helped customers open, close and update bank accounts
- Remained composed and professional even in high-stress situations when serving customers
- Assisted customers in accessing safe deposit boxes and ATM operations
- Counted funds accurately with manual and machine-assisted methods
- Process currency exchange and international money transfers

Bank Teller, 07/2013 to 07/2015

Mobiasbanca - Soroca, Moldova

- Conducted special service and account transactions for customers
- Recommended bank products and services to current and prospective customers
- Researched and resolved customer issues on personal savings, chequing, and lines of credit accounts
- Guided customers to make financial decisions with sound advice
- Process payments and withdrawals
- Handling administration tasks
- Set up and maintain customers' accounts

SKILLS

- Customer service skills
- Banking ethics
- International funds transfers
- Relationship building and management
- Debt and credit management
- Accounting systems and software
- Skilled at receiving and processing banking transactions
- Proficient with Microsoft Office
- Data entry skills
- Problem solving and Teamwork
- Attention to detail