

Lauren M. Piteau

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**SUMMARY OF
QUALIFICATIONS**

- Proficient in Excel, PowerPoint, Word, Internet Explorer, and Safari
- Exceptional customer service skills
- Experience in sales
- Strong interpersonal, coaching, and speaking skills
- Effective in developing and maintaining in-depth relationships

EDUCATION

Central Connecticut State University: New Britain, CT
Bachelor of Science in Hospitality & Tourism, Expected May 2012

**RELATED
COURSEWORK**

- Managerial Accounting: Cost-Analyzed Fortune 500 companies
- Management Information Systems: Explored and used software packages and information technologies

**PROFESSIONAL
EXPERIENCE**

Bank of America: Simsbury, CT
Teller, December 2010 – March 2011

- Processed deposits and withdrawals
- Identified possible sales opportunities
- Provided excellent customer service

TD Bank: Simsbury, CT
Teller, July 2007 – August 2009

- Exceeded monthly goal by selling bank products
- Collaborated with tellers, customer service representatives, and management to increase sales and enhance customer service
- Ordered office supplies for the branch
- Persuaded a customer to rollover a 401K from ING
- Acquired a new client for the investment group after numerous attempts which resulted in a \$300,000 brokerage CD

ACTIVITIES

- Volunteered for Junior Achievement to teach fourth graders about entrepreneurship
- Raised \$1,000 for the Special Olympics by selling ice cream sundaes and bracelets
- Trained as a Budget Coach through Co-Opportunity, Inc.