

52 STONEWOOD TERRACE • VERNON • CT 06066
860-305-1408 • PCLPC401@COMCAST.NET

CAROL L. RAYMOND

OBJECTIVE

Customer service, flexible, dependable, the ability to cross sell, and a team player

FUNCTIONAL SUMMARY

Dependable, detail-oriented and energetic.
Excellent organizational and administrative skills.
Able to interact well with clients and all staff levels.
Ability to work independently and as part of a team.
Strong computer skills in MS Office.

EMPLOYMENT

CBT/Fleet Bank Teller, Customer Service September 1985 - July 1991
Provided customers with a variety of banking needs from deposits, withdrawals, safe deposit and recognizing the need for additional products and services.

Managed the teller line, in charge of branch audits, safe deposit, assisting with personal /business account opening, investments, mortgages, home equity

Bank of America Assistant Banking Center Manager, Business Specialist,
Senior Personal Banker July 1991 - March 2011
Assisted the Branch Manager in managing the branch staff, supervising daily activities, problem solving, enhancing customer relationships, achieving branch sales goals, coaching and motivating the staff. Work closely with business clients assisting them in a variety of business products from loans, lines of credit, retirement planning, and other banking business. Provide excellent customer service, account opening, assist customers with their finances, achieve banking center goals

EDUCATION

Rockville High School
GED

Rockville, CT

Manchester Community College

Manchester, CT