

# BILL SMITH

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Anywhere, USA  
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(123) 456-7890

## EDUCATION

### Bachelor of Science, Business Administration

Cleveland State University,  
Cleveland, OH  
September 2006 - May 2010

## KEY SKILLS

- Cash management
- ◆ Attention to detail
- Customer service
- Banking software
- Personal banking

Experienced banking professional working in the banking industry for over 10 years. Significant customer service experience in the financial realm in both personal and corporate banking. Strong ability to support customers in a wide variety of financial goals and objectives.

## PROFESSIONAL EXPERIENCE

### Personal Banker

Cleveland Bank, Cleveland, OH | May 2014 - Present

- ◆ Assist banking clients with unique needs, including discussing banking products and personal financial goals
- ◆ Make suggestions to clients about the ideal banking products, including bank accounts and investment accounts
- ◆ Listen to complaints and criticism and provide actionable resolutions to challenges
- Enroll clients for new accounts, credit cards, CDs, loans and other solutions to provide personal finance resources

### Bank Teller

Cuyahoga Municipal Bank, Cleveland, OH | June 2010 - April 2014

- Greeted bank customers warmly to encourage a positive interaction
- Listened to needs and responded appropriately to provide seamless experiences
- ◆ Attended to customer requests, including chasing checks, depositing money and writing money orders
- Promoted banking products, including credit cards and investment accounts
- Directed customers to personal bankers to open additional accounts or subscribe to further services