

# Lynn Huynh

## Bank Teller - CSR

Rosemead, CA - Email me on Indeed: [indeed.com/r/Lynn-Huynh/6237a592f90d82d4](https://www.indeed.com/r/Lynn-Huynh/6237a592f90d82d4)

To use my excellent communication, analytical, promote the company's brand name, and personal skills in a customer service focused position in the finance industry while gaining knowledge that will allow me to further my career.

### WORK EXPERIENCE

#### Bank Teller

CSR -

November 2013 to Present

Citibank, Los Angeles CA

- Responsible for teller performance evaluations, performance issues, new hires, transfers. Manage teller station cash balances, vault records, cash supply, and inventory of negotiable instruments. Perform responsibilities of vault cash, including cash orders and shipments.
- Assisted the people in opening up new accounts in the bank by processing important information and helping them with documents required to be submitted.
- Manage customer accounts; perform daily basic reports, process deposits, cash checks, payments, negotiable instruments, and utilities, wire transfers.
- Ensure that the established balancing routines and daily teller are completed in a timely and accurate fashion.
- Trained new personnel and responded to operating questions as required

#### Bank Teller

CSR - Los Angeles, CA -

May 2010 to November 2013

Accept retail and commercial deposits, withdrawals, loan payments, process cashier checks, money orders, and wires.

- Maintain the highest level of confidentiality with all the information obtained
- Promotes the bank products and services.
- Represent the bank manner that maintains and expands positive relations with all clients, potential customers and colleagues.
- Contribute to the fulfillment of department and company objectives and goals.

#### Bank Teller

Wilshire State bank - Rowland Heights, CA -

September 2009 to March 2010

Maintain an adequate cash drawer at all times, this includes buying and selling currency from the vault as necessary.

- Worked with team managers to implement programs to reduce loss and perform responsibilities of maintaining operational systems and databases.
- Ability to consistently achieve, meet monthly goal, and exceed sales quotas.

## **Customer Service**

Book Keeping -

June 2005 to August 2009

DPO Production, Rosemead CA

- Achieved consistently high client satisfaction ratings.
- Skilled in attaining sales and profit objectives in competitive environments.
- Directed sales, product promotions, and technical support.

## **EDUCATION**

### **Customer Service Operating Training**

Rio Hondo Community College - Whittier, CA

February 2008 to November 2012

San Gabriel High School - San Gabriel, CA

June 2006

## **ADDITIONAL INFORMATION**

### **QUALIFICATIONS**

Computer literates, organizational skills, able to identify, and resolve problems. Trilingual in English, Vietnamese, and Cantonese. Over nine years of experience in customer service and constantly strive for maximum performance and career advancement. Understand the importance of providing an excellent customer service to fulfill their needs, to maintain customer satisfaction and create trust.