

KELSEA HUNT

SKILLS

Store Vision Platform
Customer Relationship
View
Store Vision Teller
CloudCords
InContact
QuickBooks
Salesforce
Teller View

EDUCATION

Associate in Arts Degree

Elective Courses:
Communications Media

ACCOMPLISHMENTS

Recognition:
Customers at the Heart
award
Exceptional customer
service email from the
Atlantic Regional President
for Wells Fargo
Promotions:
Lead Teller to Personal
Banker (SAFE)
Teller to Lead Teller
Office Administrator to
Office Manager
Sales Associate to
Assistant Manager

LEAD TELLER

April 2020 — Present
Wells Fargo, Parker
April 2018 — May 2019
Wells Fargo, Mount Pleasant

Provide customers with an exceptional experience and build relationships to gain loyalty and trust
Reduce fraudulent activity and risks to our customers by screening transactions to prevent loss
Educate customers on benefits of financial reviews and provide accurate information on products that are offered
Coach tellers to enhance their workflow by observing customer interactions and working as a team
Prioritize tasks behind the teller line to ensure that all daily procedures were completed per policy

PERSONAL BANKER (SAFE)

May 2019 — April 2020
Wells Fargo, Mount Pleasant

Continually built strong relationships with customers through continuous follow up conversations, asked questions to understand their needs, and understand their entire financial situation
Understood bank products and educated our customers so that they could make an informed decision
Built relationships with company partners and recognized when to refer a customer to them
Opened new consumer and business accounts, completed account maintenance, submitted credit applications
Educated customers on digital resources and tools available to them
Resolved customer concerns and issues and escalated to resolution team when necessary
Complied with policy and procedure to manage risk to our customers and company

TELLER

May 2017 — April 2018
Wells Fargo, Mount Pleasant

Assessed customer's needs and set up appointments with bankers if a need exists
Adhered to all policies and procedures to ensure that fraudulent transactions were not processed
Processed transactions effectively and in a timely fashion
Prepared daily mail bags and completed incoming mail logs as needed
Worked as a team to ensure a positive experience for customers

BENEFITS ADMINISTRATOR

September 2016 — April 2017
Benefitfocus, Daniel Island

Company health report scored consistently 97% or higher based on performance and customer service
Resolved phone inquiries that are technical and nontechnical in nature
Provided clients with the proper information to guide them toward an informed decision
Accurately documented each phone call with descriptive details of each interaction in case-tracking software
Provided exemplary customer service in each interaction

OFFICE ADMINISTRATOR

August 2012 — May 2015
Lighthouse Tax Service Center, Ladson

Managed and logged each client's tax paperwork to ensure accuracy of their tax return
Customized QuickBooks profiles to best accommodate the needs of each individual company
Reconciled bank statements monthly to locate any discrepancies
Managed finances and registers for 9 companies
Received and processed payroll for multiple clients on a weekly or bi-weekly basis
Generated payroll, tax, and profit and loss reports for the client
Created company forms and files to suit the company's needs as the client base continued to grow
Maintained office efficiency by planning and implementing office systems and equipment



hunt.kelsearyan@gmail.com



843-822-9802



Littleton, Colorado 80128

KELSEA HUNT

RETAIL MANAGER

August 2006 – January 2011

1200 – Phillips Van-Husen Corporation, Charleston

Delegated store's operations to a team of 4-6 employees

Generated sales, profit and loss, and quarterly sales incentive reports

Scheduled staff and prepared weekly payroll

Properly process incoming shipments and fulfill outgoing mail orders

Maintained office staff by recruiting and training employees