

Matthew Sykes

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SKILLS

Data Entry
Communication
Financial Analysis

Critical Thinking
Customer Service
Loan Management

Account Management
Problem Resolution
Mortgage Lending

EXPERIENCE

Citizens Bank, New Bedford, MA
Relationship Banker

July 2017 – July 2020

Worked closely with new and existing customers to understand their financial needs and deepen relationships.

- Opened new accounts and performed teller transactions.
- Provided recommendations and assisted customers with financial solutions.
- Provided superior relationship banking and customer service.

Block Advisors, Brockton, MA
Tax Advisor and Payroll Specialist

November 2016 – July 2017

- Processed payroll for multiple companies.
- Completed State and Federal payroll tax filings.
- Completed Unemployment filings.

Citizens Bank, New Bedford, MA
Universal Banker

July 2015 – November 2016

Engage with In-Store customers to build and deepen relationships and recommending appropriate banking solutions.

- Opened new accounts and performed teller transactions to meet the needs of the customer and ensure customer satisfaction.
- Complied with all policies, procedures, and regulatory banking requirements.

H&R Block, New Bedford, MA
Tax Associate

January 2014 – April 2016

- Prepared tax returns for clients.
- Provided tax planning for clients.
- Prepared clients for Federal and State audits.

Italian Home for Children, Freetown, MA
Residential Counselor

September 2010 – July 2015

Provided care to children with cognitive disabilities and mental health issues.

- Performed crisis intervention.

Whitney Academy, Freetown, MA
Residential Counselor

January 1999 – April 2010

Providing care to children with cognitive disabilities and mental health issues.

- Performed crisis intervention.

EDUCATION

Pursuing Bachelor's Degree in Information Technology
University of Massachusetts

Associate of Business Administration
Bristol Community College