

Matthew Sykes

New Bedford, MA 02740
508-555-5555

mnsykes@gmail.com

PERSONAL BANKER

Experienced personal banker with a background in building and maintaining client relationships and offering provided services helping to optimize and manage banking accounts. Dedicated professional with the keen ability to work in high pressure environments while maintaining accuracy and managing diverse requirements.

SKILLS

Data Entry
Communication
Financial Analysis

Critical Thinking
Customer Service
Loan Management

Account Management
Problem Resolution
Mortgage Lending

EXPERIENCE

Citizens Bank, New Bedford, MA

July 2017 – July 2020

Relationship Banker

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

November 2016 – July 2017

Tax Advisor and Payroll Specialist

- Processed payroll for multiple companies.
- Completed State and Federal payroll tax filings.
- Completed Unemployment filings.
- Prepared tax returns for clients.
- Provided tax planning advice.

Citizens Bank, New Bedford, MA

July 2015 – November 2016

Universal Banker

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

January 2014 – April 2016

Tax Associate

- Prepared tax returns for clients.
- Provided tax planning for clients.
- Recommend appropriate products and solutions.
- Prepared clients for Federal and State audits.

Italian Home for Children, Freetown, MA

September 2010 – July 2015

Residential Counselor

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

- Performed crisis intervention.

Whitney Academy, Freetown, MA

January 1999 – April 2010

Residential Counselor

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