

# Rami Shoula

Personal Banker

## 👤 Profile

Highly dynamic and attentive personal banker with 10+ years of experience helping clients to make responsible and beneficial financial decisions while effectively working to support all branch operations.

## 📁 Employment History

### Personal Banker at TD Bank, Norwalk

February 2017 — September 2021

- Developed strong relationships with current and prospective clients, as well as business partners.
- Ensured compliance with operational, risk, security and audit procedures and policies.
- Assisted clients by providing exceptional customer service and knowledge of products, services and offerings.
- Accurately and efficiently processed 100+ transactions a day.
- Maintained the confidentiality of clients and their accounts at all times.
- Followed policies and procedures to minimize risk.

### Personal Banker at Unity Bank, West Hartford

June 2011 — January 2017

- Worked to provide an exceptional client experience on a daily basis.
- Cultivated strong relationships with partners, small businesses and personal wealth management professionals.
- Maintained a strong understanding of Unity Bank's policies, standards and procedures to ensure the security of bank and client assets.
- Assessed risks during business decisions, and helped clients to make the safest and most beneficial financial choices possible.
- Recognized the transaction needs of clients and educated clients about digital self-service options.

## 🎓 Education

### Bachelor of Science in Mathematics, Molloy College, Rockville Centre

September 2007 — May 2011

### High School Diploma, Long Island City High School, Queens, NY

September 2003 — June 2007

## Details

romioshoula@gmail.com

## Skills

Adaptability

Knowledge of Banking Software

Marketing and Sales

Customer Service

Financial Management

Mathematical Skills

## Languages

English

Spanish; Castilian