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| 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 HistoryPersonal 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. |  |  |  | | --- | --- | |  | EducationBachelor 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 | | DetailsSkills  |  |  | | --- | --- | | Adaptability | | |  |  |  |  |  | | --- | --- | | Knowledge of Banking Software | | |  |  |  |  |  | | --- | --- | | Marketing and Sales | | |  |  |  |  |  | | --- | --- | | Customer Service | | |  |  |  |  |  | | --- | --- | | Financial Management | | |  |  |  |  |  | | --- | --- | | Mathematical Skills | | |  |  |  Languages  |  |  | | --- | --- | | English | | |  |  |  |  |  | | --- | --- | | Spanish; Castilian | | |  |  | |