1. Managed and evaluated operational processes and procedures to offer retail lending products and services.
2. Provided advice on loans, investments and other bank products.
3. Shared, showed and supported clients on variety of technological digital and online tools and resources to explore solutions to achieve financial goals and financial well-being.
4. Applied knowledge of banking products and services to meet customer needs and enable customers to achieve financial goals.
5. Targeted and engaged potential customers in market by building relationships and creating value propositions with impact.
6. Collected and applied [Type] and [Type] payments.
7. Opened and closed accounts, set up services and finalized contracts.
8. Maximized contributions by maintaining current understanding of basic products and services.
9. Identified prospecting approaches to discover potential customers and create opportunities to sell financial solutions and ideas.
10. Built and used effective working relationships across department, functional and geographic reporting lines to share knowledge and achieve common goals.
11. Resolved escalated customer issues and boosted retention rates by [Number]%.
12. Increased new bank relationships within local community by [Number]% through execution of quarterly promotions.
13. Prepared customer and ATM cash and change orders.
14. Engaged employees in business processes with positive motivational techniques.
15. Completed special actions like account transfers, stop payments and dispute investigations.
16. Assessed budget plans and present costs to forecast trends and recommend changes.
17. Identified and capitalized on community business opportunities with effective networking.
18. Evaluated [Type] applications against outline specifications to approve, reject or recommend adjustments files.
19. Met deadlines by proactively managing individual and team tasks and implementing [Type] processes.
20. Submitted loan applications to loan underwriter for verification and recommendation.