JANE STRAUSS

Bank Teller

DETAILS

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DRIVING LICENSE
Full

LINKS

LinkedIn

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Resume Viking Templates

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SKILLS

Balancing Ledgers

Deposits and Withdrawals

Loans and Mortgages

PROFILE

Customer service orientated Bank Teller who can quickly and effectively solve customer challenges while helping them find the best solutions for their banking needs. Ensured customers felt at ease and appreciated by their banking facility, provided accurate & appropriate information to customer inquiries.

EMPLOYMENT HISTORY

Bank Teller, First Savings Bank

Seattle

May 2021 — May 2021

Leveraged strong financial industry knowledge, stringent auditing methodologies, and exceptional client support and service excellence for this high-volume banking institution as a part-time Bank Teller. Accurately processed customer transactions, cross-sell of branch banking products, maintained cash limits, and ensured outstanding client service and support was maintained.

- Processed daily client transactions, including deposits, money transfers, withdrawals, loan payments, and selling cashier's checks.
- Kept records of each transaction accurately and ensured all documentation and paperwork was in place and within guidelines.
- Assisted clients with questions and concerns related to their accounts and bank products.
- Helped customers open and close checking accounts, savings accounts, credit cards, personal loans, and mortgages.

Bank Teller, ABSA

Wheeling

Jan 2018 — Jan 2020

Thoroughly followed bank procedures, policies, and guidelines to process transactions accurately and efficiently. Assisted customers daily with their accounts while providing exceptional customer service.

- Assisted the client relationship managers at bank branches with customer account research and maintenance.
- Conducted every client transaction efficiently, accurately, and effectively.

Risk Assessment & Analysis

HOBBIES

Running, Duathlon, Mountaineering

LANGUAGES

English

French

- Helped clients access their safe deposit boxes, cash boxes, and items in the bank vault when necessary.
- Issued cashier's checks, traveler's checks, money orders, and other financial options.

EDUCATION

Bachelor of Business Administration in Finance, Florida International University Atlantic City

May 2021 — May 2021

COURSES

Certified Bank Teller (CBT), American Association for Financial Services Conduct

Jan 2020 — May 2021

ABA Bank Teller Certificate, Independent Community Bankers of America (ICBA).

Jan 2019 — Mar 2019

Teller Specialist Certificate Program, American Bankers Association.

Jan 2018 — Aug 2018

ACHIEVEMENT

- Handle on average 120 customer transactions per week.
- Achieved sales goals of 8% or more quarterly by identifying customer needs and referring financial products and services.
- For example, I managed my personal goals aside from the companies and received a 100% satisfaction rating from customer service surveys.
- Voted "Teller of the Year" in 2020 for exceptional customer service.