

Jasmine Brown

Detroit, MI 12345 | (123) 456-7890 | jasminebrown@example.com | LinkedIn | Portfolio

Profile

- A bank teller with four years of professional experience specializing in customer service, cross-selling, client relations, and banking operations. A strong history of exceeding productivity metrics related to customer service, transaction speed, and accuracy.

Education

- Bachelor of Business Administration (B.B.A) | UNIVERSITY OF MICHIGAN, Ann Arbor, MI | 2020

Certifications

- Certified Bank Teller, American Bankers Association | 2020

Key Skills

- Customer service
- Cash management
- Personal banking
- Financial services
- Communication

Professional Experience

BANK TELLER | BANK OF AMERICA, DETROIT, MI | OCTOBER 2021 - PRESENT

- Deliver quality service to bank customers, process and verify up to 120 transactions per day with exceptional accuracy, and communicate effectively with diverse clientele to resolve banking issues, resulting in a 91% customer satisfaction rating
- Promote and cross-sell banking products and services based on customer needs, contributing to a 17% increase in new account openings for 2023
- Consistently exceed goals for banking productivity metrics related to transaction speed and accuracy by up to 25%

BANK TELLER | TD BANK, DETROIT, MI | JUNE 2020 - OCTOBER 2021

- Managed over 100 customer banking requests on a daily basis, recommended financial solutions and banking services, and generated referrals for personal bankers, contributing to a 15% increase in new enrollments
- Processed and verified checks, money orders, and cash transactions, which included balancing registers with a high accuracy rate