



JB

Jasmine Brown

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.

PROFESSIONAL EXPERIENCE

Bank Teller | October 2021 - Present
Bank of America | Detroit, MI

- 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 | June 2020 - October 2021
TD Bank | Detroit, MI

- 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

CERTIFICATIONS

- Certified Bank Teller, American Bankers Association, March 2020

CONTACT

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 LinkedIn | Portfolio

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EDUCATION

- Bachelor of Business Administration (B.B.A)
June 2020
University of Michigan, Ann Arbor, MI

KEY SKILLS

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