

Melissa Anderson

A senior bank teller with 10 years of professional experience, specializing in teller operations, team management, cross-selling, and process improvement. A strong history of leading frontline teams to deliver exceptional service to banking customers.

PROFESSIONAL EXPERIENCE

Senior Bank Teller | February 2018 - Present

TD Bank, New York, NY

- Lead a team of 15 junior tellers and provide training and coaching on sales best practices, contributing to a 16% increase in new account enrollments for the branch
- Collaborate with the branch manager to enhance the effectiveness of daily banking operations and ensure compliance with productivity targets
- Successfully resolve up to 25 escalated customer issues per day and recommend banking solutions to generate referrals for personal bankers

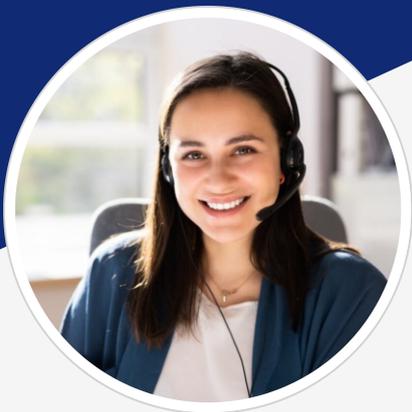
Senior Bank Teller | June 2014 - February 2018

Capital One

- Managed all aspects of daily teller operations, identified timely resolutions to escalated issues, and spearheaded process improvement initiatives to reduce procedural errors and improve average transaction speed by 12%
- Oversaw a team of eight junior tellers, delivered training on banking policies and standard operating procedures, and established an inclusive work environment

CERTIFICATIONS

- Certified Bank Teller, American Bankers Association, February 2014



CONTACT

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EDUCATION

Bachelor of Business Administration
(B.B.A)
University of Syracuse, New York, NY
February 2014

KEY SKILLS

- Teller operations
- Team leadership
- Retail banking
- Customer service
- Financial services