



# JANE SMITH

Bank Customer Service Representative

City, ST | (123) 456-7890 | email@example.com | LinkedIn

## PROFILE

### Experienced Banking Professional Dedicated to Exceptional Customer Experiences

Banking expert with five years of experience in assisting clients with account management, resolving disputes, and upselling financial products. Proven ability to meet sales targets while maintaining high customer satisfaction.

## KEY SKILLS

- Banking and financial services
- Account management and reconciliation
- Fraud prevention and resolution
- Cross-selling financial products
- Regulatory compliance

## PROFESSIONAL EXPERIENCE

### Bank Customer Service Representative

First National Bank, City, ST | June 2019 - Present

- Processed 50+ client transactions daily, maintaining a 99% accuracy rate and ensuring compliance with regulatory standards
- Upsold credit cards and loan products, contributing to a 15% increase in branch revenue in 2022
- Reduced average dispute resolution time by 25% through the development of a streamlined process

### Teller

Citywide Credit Union, City, ST | August 2017 - June 2019

- Assisted customers with account inquiries and cash transactions, maintaining a 98% satisfaction rate
- Identified fraudulent activity in accounts, saving the institution \$25,000 annually
- Trained new hires in operational procedures, reducing onboarding time by 20%

## EDUCATION

### Bachelor of Science in Finance

University of State, City, ST | May 2017