




Morgan Johnson

Universal Banker

Versatile universal banker with 4+ years of experience delivering full-service retail banking across teller, sales, and client advisory functions. Achieved 99.8% transaction accuracy on 100+ daily transactions, cross-sold 3,000+ banking products generating \$800K in annual revenue, and increased mobile banking adoption by 50% at MetroBank. Recognized as a top-3 teller for new-account support for 4 consecutive quarters at Citywide Savings Bank. Skilled at seamlessly transitioning between operational and consultative roles to serve clients and support branch goals.

CONTACT INFORMATION

 (555) 000-0000

 email@example.com

 City, ST

EDUCATION

Bachelor of Arts in Communications |
May 2017
State College, City, ST

KEY SKILLS

- Transaction processing and cash handling accuracy
- Cross-selling banking products and services
- Client service and issue resolution
- Digital channel education and mobile adoption
- New account opening and client onboarding
- Operational flexibility and multi-role coverage
- Teller balancing and daily reconciliation
- Needs-based financial product recommendations
- BSA and compliance protocol adherence

PROFESSIONAL EXPERIENCE

Universal Banker | MetroBank | City, ST
January 2020 - Present

- Handled teller transactions and account servicing for 100+ clients daily across cash, check, and electronic transactions with a 99.8% accuracy rate over a 4-year tenure
- Cross-sold 3,000+ banking products including checking, savings, credit card, and personal loan accounts, generating \$800K in additional annual branch revenue
- Assisted with branch operational tasks including queue management, vault balancing, and teller cash recycler maintenance, reducing average customer wait times by 20%
- Delivered product consultations for personal loans, home equity, and investment referrals, contributing to 120+ cross-department referrals per year to the bank's lending and wealth teams
- Onboarded 80+ new accounts per quarter by identifying client financial needs and recommending appropriate deposit and lending solutions during branch walk-in interactions
- Supported branch compliance reviews including daily transaction monitoring, suspicious activity checks, and BSA documentation, contributing to zero compliance exceptions over 3 consecutive audit cycles

Teller | Citywide Savings Bank | City, ST
June 2017 - December 2019

- Processed cash, check, and wire transactions with zero discrepancies across a 3-year tenure, maintaining 100% balancing accuracy on all assigned teller station shifts
- Educated customers on mobile banking features including remote deposit, Zelle transfers, and account alerts, increasing digital channel adoption by 50% among engaged client interactions
- Supported new-account opening processes by identifying referral opportunities during teller interactions, consistently ranking in the top 3 of branch tellers for referral production across 4 consecutive quarters
- Assisted supervisors with vault cash management, coin counting, and daily cash order requests, maintaining full procedural compliance throughout the tenure