



PRIYA RAMASWAMY

Personal Banker

CONTACT INFORMATION



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Columbus, OH 12345

KEY SKILLS

- Cash handling and drawer balancing
- Deposit account opening basics
- Debit card and dispute intake
- Online and mobile banking support
- BSA/AML training current
- Jack Henry SilverLake teller platform
- Microsoft Excel and Outlook
- Customer conversations and needs discovery
- Bilingual: English and Tamil

ABOUT ME

Recent finance graduate with 18 months of teller experience and NMLS registration in progress. Comfortable handling cash, opening basic deposit accounts, and having friendly conversations about customer goals. Looking to step into a Personal Banker seat and build a referral pipeline.

PROFESSIONAL EXPERIENCE

Universal Banker (Teller I)

Buckeye Community Bank, Columbus, OH | 2023 - Present

- Process 90 to 130 transactions per shift with a cash drawer that has balanced to the penny for 11 straight months.
- Opened 47 new checking and savings accounts in the last two quarters after completing platform training.
- Refer roughly 6 qualified appointments per month to the branch's personal bankers for lending and investments.
- Complete required BSA, CIP, and fair lending training on time each cycle.

Customer Service Associate

Northgate Credit Union, Dublin, OH | 2022 - 2023

- Answered member calls on account balances, card disputes, and online banking issues, averaging 85 calls per day.
- Resolved first-touch on about 4 out of 5 calls, cutting the branch's follow-up queue noticeably.
- Trained two summer interns on core banking software and dispute intake.

EDUCATION

B.S. in Finance, The Ohio State University, 2023

NMLS pre-licensing coursework completed, registration in process