

Walter Fitzgerald

Associate Banker

CONTACT INFORMATION

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Chadron, NE 12345

EDUCATION

BA in Business Administration

Chadron State College, Chadron, NE
2019 - 2023

KEY SKILLS

- Banking software and core systems
- Online and mobile banking platforms
- Microsoft Outlook
- Cash handling and balancing
- BSA/AML compliance
- Needs-based selling
- Customer complaint resolution
- Transaction processing
- NMLS registration requirements

ABOUT ME

Entry-level banking professional with 3 years of experience in teller operations, platform transactions, and needs-based selling across community banking settings. Reached 115% of quarterly incentive target by aligning product recommendations with each client's deposit and borrowing patterns, while maintaining a cash drawer variance below $0.09 per shift across an average of 105 daily transactions.

PROFESSIONAL EXPERIENCE

Associate Banker

Pine Ridge Savings Bank, Chadron, NE | 2024 - Present

- Generated an average of 27 cross-sell referrals per month for credit cards, personal loans, and money market accounts by identifying needs during routine service interactions.
- Resolved customer complaints in an average of 1.7 days by coordinating with branch management and following up with account holders by phone.
- Reached 115% of quarterly incentive target for Q1 2025 by aligning product recommendations with each client's deposit and borrowing patterns.
- Processed an average of 105 teller and platform transactions per day in the banking system, maintaining a cash drawer variance below $0.09 per shift.
- Assisted 14 customers per week with online and mobile banking setup, troubleshooting login issues and enabling bill-pay features.

Bank Teller

Dawes County Federal Credit Union, Crawford, NE | 2023 - 2024

- Referred an average of 16 members per month to loan officers and financial advisors after recognizing cross-sell opportunities at the teller line.
- Shortened complaint resolution time from 4.3 days to 2.1 days by logging issues in the banking system and escalating unresolved cases within 24 hours.
- Balanced a cash drawer of $7,710 at close each day with zero discrepancies over a 9-month stretch.