

Yusuf Silva

Banker

Banker with 6 years of experience managing consumer and small-business portfolios, processing transactions, and maintaining BSA/AML compliance across community banks and credit unions. Improved branch customer satisfaction survey scores by 9% by introducing scheduled follow-up calls within 48 hours of account opening. Holds a Series 7 General Securities Representative credential and is skilled in needs-based selling, consumer lending, and portfolio management.

Contact Information

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Fallon, NV 12345

Education

BS in Business Administration
University of Nevada, Reno, Reno, NV
2016 - 2020

Key Skills

- Banking software/systems
- Online/mobile banking platforms
- BSA/AML compliance
- Consumer lending
- Needs-based selling
- Portfolio management
- Microsoft Outlook
- NMLS registration
- Cash handling and balancing
- Customer relationship management

Professional Experience

Banker | 2023 - Present
Silver Springs Community Bank, Fallon, NV

- Improved branch customer satisfaction survey scores by 9% over 14 months by introducing scheduled follow-up calls within 48 hours of account opening.
- Managed a portfolio of 347 consumer and small-business accounts concurrently, conducting quarterly reviews to align products with changing financial needs.
- Generated an average of 38 new client referrals per quarter by cultivating relationships with local realtors, insurance agents, and small-business owners.
- Processed an average of 127 transactions per day in the banking system, including deposits, withdrawals, wire transfers, and loan payments.

Associate Banker | 2021 - 2023
Lahontan Valley Federal Credit Union, Fallon, NV

- Maintained a book of 214 member accounts, scheduling annual financial check-ins that surfaced lending and savings opportunities.
- Earned 31 new client referrals per quarter from existing members by requesting introductions during in-branch consultations.
- Verified BSA/AML documentation for every account opening, contributing to a clean internal audit cycle across 4 consecutive reviews.
- Assisted walk-in customers with loan applications, gathering income and asset documentation and submitting completed files within 45 minutes on average.

Teller | 2020 - 2021
Carson Range Savings Association, Carson City, NV

- Processed an average of 93 daily teller transactions, balancing a cash drawer to within $0.14 variance per shift.
- Identified product fit during routine interactions, contributing 19 new client referrals per quarter to the platform banking team.
- Enrolled an average of 11 customers per week in the online and mobile banking platform, walking them through bill-pay and transfer features.

Certifications

- Series 7 General Securities Representative, FINRA, 2023