

## Personal

- Address**  
567 Fenway Blvd  
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- Phone number**  
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## Skills

- Customer Satisfaction** ● ● ● ● ●
- Conflict Resolution** ● ● ● ● ●
- Cash Handling** ● ● ● ● ●
- Multitasking** ● ● ● ● ●
- Creative Problem Solving** ● ● ● ● ●
- Organization** ● ● ● ● ●
- Microsoft Office Suite** ● ● ● ● ●

Fiscally responsible and experienced bank teller seeking to join the team at Beanpot Trust and Loan. A proven customer service superstar, who possess an uncanny ability to communicate with customers, co-workers, and financial consultants. Five-years of experience as a front of house bank teller, helping customers with deposits, withdrawal, transaction research, filing financial documents, and notary public services. Exceptional team player, who channels constructive criticism into proactive solutions.

## Work experience

**Senior Bank Teller** Aug 2019 - Present  
Wells Fargo Financial Services, Boston, Mass

Currently serving as a Senior Bank Teller at Wells Fargo Financial Services in Boston. Key accomplishments include:

- Processing bank transactions for customers including deposits, loan payments, managing safe deposit box transactions, cash withdrawal, balancing cash drawers, auditing night deposits, and amending financial discrepancies.
- Supervised a team of eight junior tellers, provided auditing and balancing of cash and check transactions, and assisted with monthly performance reviews.
- Completed thousands of customer transactions with 100% perfect balance sheet for 25 consecutive months.
- Reply and engage with customers on account inquiries and communicated with Federal Reserve on behalf of US Saving Bond applications.
- Trained four new bank tellers with no practical experience, ensuring they were competent on FDIC protocol, and company policies.

**Junior Bank Teller** Jun 2016 - Jul 2019  
First Bank of Texas, Ft Worth, Texas

Served as an entry-level bank teller at the First Bank of Texas in Ft Worth, Texas while attending the University of Texas. Daily and weekly responsibilities included:

- Established professional relationships and credibility with hundreds of loyal customers, processed thousands of transactions weekly, with an exceptional attendance record.
- Learned FDIC regulations for lending, safe deposit box operations and guidelines, and cash handling procedures.
- Assisted bank supervisors with daily cash drawer balancing and audits, vault counts, and electronic check deposits.
- Maintained a perfect cash drawer balance during my two years of employment.

**Cashier** Sep 2014 - Jun 2016  
Kroger Grocery Store, Ft Worth, Texas

Hired as a service assistant at Kroger Grocery Store in 2014 while attending high school. Promoted to cashier within six months. Daily responsibilities included:

- Processing customer transactions on the front end, photo lab, and customer service department.
- Maintaining a perfect cash balance record.
- Engaging with a diverse group of customers and communicating with them in English and Spanish.
- Handling customer complaints with tact and compassion. Elevating issues as needed to management.
- Supervising service assistants as directed by management.

## Education

**B.A. in Finance**  
University of Texas Dallas, Dallas, Texas

Sep 2016 - Jun 2019

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## References

- David Woods** Wells Fargo  
On Request
- Professor Jacob Jackson** University of Texas  
On Request Dallas
- Jessica Jones** Kroger Grocery  
On Request Company