Robert Smith

Bank Specialist

CONTACT DETAILS

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PERSONAL STATEMENT

Seeking the position of Bank Specialist, responsible for the management of the branch in the absence of the Bank Manager. To participate in sales activities and branch staff development.

WORK EXPERIENCE

Bank Specialist

ABC Corporation - May 2000 – June 2002

Responsibilities:

- Handled multi-phone lines by receiving inbound and outbound customer calls.
- Processed and filed fraud reports and make adjustments to customer checking and savings accounts.
- Cashed checks and paid out money after verifying that signatures were correct, written and numerical amounts agreed, and accounts had sufficient funds.
- Received checks and cash for deposit, verified amounts, and checked accuracy of deposit slips.
- Entered customers transactions into computer to record transactions and issue computer-generated receipts. Performed daily calls regarding checking/savings accounts.
- Generated proficiency sales based in customer satisfaction.
- ${job_description7}

Bank Specialist

Delta Corporation - 2003 – 2004

Responsibilities:

- Answered questions, and explain available services such as deposit accounts, bonds, and securities.
- Opened/closed bank accounts and loans.
- Researched general account issues.
- Order banking products.
- Handled over in checks, money orders, and cash per day. Assisted customers with all banking needs and questions and concerns.
- Achieved sales goal set, handled all incoming calls in a timely and professional manner.
- Handled customer inquiries, complaints, billing questions, and payment extension/service requests.

Education

Associates Degree in Accounting - 2011(Ventura Community College - Ventura, CA)

SKILLS

Financial analysis, Customer service, Sales processing

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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