

NOAH WILLIAMS

Electronic Banking Specialist

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PROFESSIONAL SUMMARY

Results-driven Banking Specialist with expertise in retail banking operations and client services. Adept at managing accounts, processing transactions, and resolving customer inquiries efficiently. Strong analytical skills with a focus on risk assessment and compliance. Passionate about delivering exceptional service and fostering long-term client relationships to support financial goals.

WORK EXPERIENCE

Electronic Banking Specialist

Seaside Innovations

📅 Apr / 2021-Ongoing

📍 Santa Monica, CA

1. Processed and balanced daily ACH activity, ensuring accuracy and compliance.
2. Managed ACH payrolls and unauthorized returns efficiently through Fed line.
3. Oversaw ATM debit card applications and functions, including dispute resolutions.
4. Administered all Internet Banking functions, including email and bill pay.
5. Managed client accounts, ensuring compliance with banking regulations and policies.
6. Acted as Cash Manager/Investment Specialist, optimizing cash flow management.
7. Balanced ATM terminals and prepaid cards while maintaining detailed Excel reports.

Electronic Banking Specialist

Summit Peak Industries

📅 Apr / 2018-Apr / 2021

📍 Denver, CO

1. Managed debit card issues and disputes, ensuring timely resolutions for customers.
2. Facilitated customer enrollment in online banking, e-statements, and mobile apps.
3. Cross-sold commercial deposit products, enhancing client portfolios.
4. Processed daily ACH payroll files totaling \$15 million, ensuring accuracy.
5. Established online banking services for new clients, streamlining onboarding processes.
6. Provided comprehensive customer service via telebanking, addressing inquiries effectively.

EDUCATION

Bachelor of Science in Finance

University of Memphis

📅 Apr / 2015-Apr / 2018

📍 Denver, CO

Focused on financial management and banking operations.

SKILLS

Client Retention

Sales Techniques

Banking Regulations

Business Development

ACHIEVEMENTS

- 🌟 Streamlined ACH processing, reducing transaction times by 30%.
- 🌟 Increased customer satisfaction scores by 20% through enhanced online banking support.
- 🌟 Successfully managed the launch of a new mobile banking app, resulting in a 15% increase in user engagement.