



MASON WILSON

Head Teller

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PROFESSIONAL SUMMARY

Accomplished banking professional with five years of experience as a Head Teller, specializing in cash handling and customer service excellence. Proven track record in team leadership, compliance adherence, and enhancing customer satisfaction through effective communication. Skilled in training staff and optimizing branch operations to drive sales and foster a collaborative banking environment.

WORK EXPERIENCE

Head Teller I

Quantum Solutions LLC

📅 Jan / 2022-Ongoing

📍 Phoenix, AZ

1. Supported the Branch Manager in enhancing operational efficiency and service quality.
2. Supervised teller staff to deliver outstanding customer service in a professional manner.
3. Trained tellers in marketing strategies and cross-selling bank products effectively.
4. Ensured compliance with policies and procedures affecting daily operations.
5. Contributed to achieving branch goals through teamwork and initiative.
6. Delivered accurate and timely customer service while processing financial transactions.
7. Managed a cash drawer with strict adherence to cash control protocols.

Head Teller

Crescent Moon Design

📅 Jan / 2020-Jan / 2022

📍 Portland, OR

1. Facilitated account services by processing deposits, loan payments, and cashing checks.
2. Maintained accurate transaction records and ensured compliance with banking regulations.
3. Addressed customer inquiries in person and via telephone regarding bank services.
4. Executed account closures, check orders, and foreign currency exchanges.
5. Reconciled cash drawers and validated cash transaction accuracy.

EDUCATION

Bachelor of Science in Finance

University of Finance

📅 Jan / 2018-Jan / 2020

📍 Phoenix, AZ

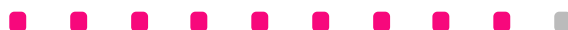
Studied finance principles, banking operations, and customer service strategies.

SKILLS

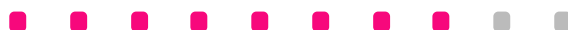
Proficient in Microsoft Office Suite



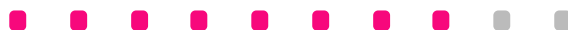
Effective Telephone Communication



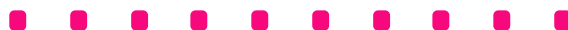
Team Leadership and Supervision



Customer Service Excellence



Problem Solving



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English

Arabic

Italian

ACHIEVEMENTS

🌟 Increased branch sales by 15% through effective cross-selling techniques.

🌟 Trained and mentored a team of 10 tellers, improving overall customer service ratings by 20%.