ROBERT SMITH

Jr. Lead Teller Operations Specialist

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SUMMARY

Passionate HR specialist and operations manager with over 4 years of experience in performing human resource functions for personnel matters impacting business decisions. Extremely proficient in creating, managing and administering HR systems, aligning policies and procedures with compliance laws. Proven record of maintaining the department's data integrity. Possess a positive attitude with strong leadership and organizational skills, and attention to detail with accuracy.

SKILLS

Customer Service, Operations Management, Interpersonal, Notary Public.

WORK EXPERIENCE

Jr. Lead Teller Operations Specialist

ABC Corporation - 2010 – 2013

- Trained and developed incoming employees.
- Handled customers inquiries and follow up if needed.
- Provided approvals in accordance with banks policies and procedures when needed to complete certain transactions.
- Partnered with the Service Manager on completing control tasks on a timely manner.
- Performed daily and monthly audits on all cash vaults and ATMs.
- Partnered with Bankers to enhance, coach and motivate tellers and build a proactive relationship.
- Consistently met sales goals as a teller.

Lead Teller Operations Specialist

Delta Corporation - 2012 – 2014

- Supported the Branch Manager with all aspects of branch operations, including loss control, compliance and audit standards Process and assist .
- Support Branch Manager in all aspects of daily operations including but not limited to ensure all employees understand and follow proper policies and .
- Answer and screen incoming calls and route to appropriate person, compile end of day cash balancing reports, month, quarterly and annually .
- Am the branch Vault custodian having the responsibility of order cash for branch transactions, processing incoming and out coming cash shipments, .
- Balance personal cash drawer daily and compile teller cash drawer daily report, in absence of Branch Manager, responsible for communicating branch .
- Perform transactions for customers while providing excellent customer service.
- Assistant to Branch Manager for scheduling and setting appointments for bankers.

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SCHOLASTICS

- Bachelor of Arts in Mass Communications - (California State University - San Bernardino, CA)

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