



MASON WILSON

Asst. Lead Teller Operations Specialist

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PROFESSIONAL SUMMARY

Results-driven Asst. Lead Teller Operations Specialist skilled in cash management and team leadership. Successfully implemented process improvements that reduced transaction times by 15%, boosting overall branch productivity and customer experience.

WORK EXPERIENCE

Asst. Lead Teller Operations Specialist 📅 Jun / 2022-Ongoing
WidgetWorks Inc. 📍 Denver, CO

- 1. Welcomed clients into the branch, identifying their needs and providing tailored solutions.
- 2. Earned management trust by responsibly opening and closing the branch as a key holder.
- 3. Assisted clients in person and via telephone, ensuring a high level of service.
- 4. Resolved client concerns promptly to enhance loyalty and satisfaction.
- 5. Directed calls to appropriate departments, improving communication efficiency.
- 6. Built lasting client relationships and promoted branch services effectively.
- 7. Established a reputation for high accuracy in service delivery and cash management.

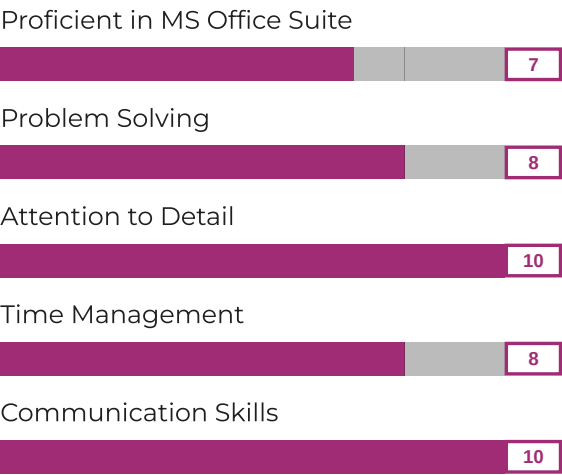
Lead Teller Operations Specialist 📅 Jun / 2020-Jun / 2022
Summit Peak Industries 📍 Denver, CO

- 1. Facilitated all teller transactions, ensuring compliance with banking standards.
- 2. Oversaw teller operations as a supervisor, performing necessary overrides.
- 3. Scheduled comprehensive cash audits for vaults and ATMs, ensuring operational integrity.
- 4. Conducted monthly compliance checks with staff to uphold internal control metrics.
- 5. Managed customer service and transaction accuracy to maintain high operational standards.
- 6. Supported the Branch Manager with operational tasks and compliance audits.

EDUCATION

Bachelor of Science in Business Administration 📅 Jun / 2018 - Jun / 2020
University of Phoenix 📍 Seattle, WA
Focused on finance and management principles.

SKILLS



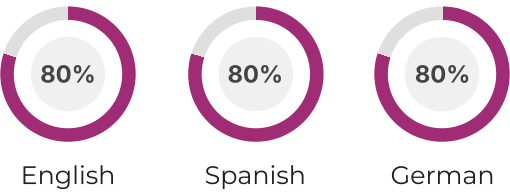
INTERESTS

- 🎧 Podcasts
- ⚽ Sports
- 🎨 Art
- 🏛️ History

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- 🌟 Increased customer satisfaction scores by 20% through improved service protocols.
- 🌟 Successfully maintained a 99% transaction accuracy rate over 5 years.