



# AVA DAVIS

Retail Personal Banker

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## PROFESSIONAL SUMMARY

Dedicated Retail Personal Banker with 5 years of extensive experience in cultivating lasting customer relationships and driving financial growth. Skilled in analyzing client needs and delivering customized banking solutions that enhance satisfaction and loyalty. Committed to promoting a culture of exceptional service and contributing to community financial well-being.

## WORK EXPERIENCE

**Retail Personal Banker** 📅 Jan / 2021-Ongoing  
**Maple Leaf Consulting** 📍 Toronto, ON

- 1. Assisted in organizing and executing customer engagement initiatives, enhancing brand visibility and client satisfaction.
- 2. Maintained an accurate cash drawer and performed regular audits in compliance with bank policies.
- 3. Facilitated daily team huddles and staff meetings to improve communication and operational efficiency.
- 4. Processed a variety of teller transactions, ensuring accuracy and adherence to banking regulations.
- 5. Established and nurtured relationships with colleagues and management to foster teamwork and collaboration.
- 6. Utilized marketing tools to proactively engage with customers, scheduling periodic financial reviews to assess their needs.
- 7. Contributed to a positive work environment by promoting teamwork and supporting colleagues' professional growth.

**Retail Personal Banker** 📅 Jan / 2020-Jan / 2021  
**Cactus Creek Solutions** 📍 Phoenix, AZ

- 1. Balanced cash transactions and vault operations, ensuring compliance with bank policies and procedures.
- 2. Cross-sold banking products to meet business and consumer needs, achieving sales targets consistently.
- 3. Managed compliance and operational updates, leading a team of 10 direct reports to ensure adherence to policies.
- 4. Leveraged web-based tools to identify customer needs and enhance service offerings, driving customer satisfaction.
- 5. Consistently met monthly sales quotas while providing exceptional customer service during account openings.
- 6. Developed expertise in retail and business banking products, effectively selling loans and deposit services.

## EDUCATION

**Bachelor of Science in Finance** 📅 Jan / 2019-Jan / 2020  
**University of Texas** 📍 Seattle, WA

Studied financial management, investment strategies, and banking principles.

## SKILLS

Lead Generation

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Financial Software Proficiency

● ● ● ● ● ● ● ● ○ ○

Team Leadership

● ● ● ● ● ● ● ● ○

Talent Acquisition

● ● ● ● ● ● ● ● ○

Employee Development

● ● ● ● ● ● ○ ○ ○

## INTERESTS

🎮 Gaming      🛍 Fashion

🎬 Film      💻 Technology

## STRENGTHS

⚖ Fairness      ↔ Flexibility

➡ Forward-thinking      ❤ Gratitude

## LANGUAGES

🔄 English      🔄 Arabic      🔄 Swahili

## ACHIEVEMENTS

- ★ Achieved a 20% increase in new account openings through targeted outreach and customer engagement strategies.
- ★ Recognized as 'Employee of the Month' for outstanding performance in customer service and sales.
- ★ Successfully cross-sold bank products, enhancing customer satisfaction and contributing to a 15% rise in quarterly sales.