

ROBERT SMITH

Senior Teller/Manager

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To obtain a position of employment for which I qualify for. Extremely motivated to utilize customer service skills.

MAY 2008 - 2019

SENIOR TELLER/MANAGER - ASSOCIATED BANK

- Attract and retain customer relationships by extending a warm welcome and common courtesies to every customer and by providing accurate and timely service Identifies payees and verifies signatures and endorsements, remains up-to-date on all security procedures.
- Answers telephone Protect the Banks financial interests by complying with internal and external policies, procedures, and regulations.
- Learn the banks products and services to retain and enhance customer account relationships.
- Identify opportunities to resolve customer needs and refer the customer to Bank Colleagues who can help meet their needs.
- Support and service fellow colleagues within and outside of the banking office by adhering to the companys vision and values.
- Perform office and administrative duties such as requisitioning supplies.
- Service the ATM machines, safe deposit area, vault and night drop, as assigned.

2003 - 2008

SENIOR TELLER - ABC CORPORATION

- Performed front lobby duties to include but not limited to meet and greet bank patrons and answer and direct incoming telephone calls.
- My teller duties included collection and posting payments made to accounts, cashing checks for patrons, and recording deposits made to members accounts.
- Each of these tasks were accomplished by making the required transactions.
- Also ordered money to be used at my station and prepared money for shipment form my station as well as for the bank.
- Made data entries via computer into data spreadsheets based on the analysis of the type of transaction to be accomplished.
- While performing the duties of senior bank teller I was required to interpret written and verbal instruction, adhere to rules, regulations and bank policies, all while demonstrating good judgment while performing my duties.
- Integral parts of accomplishing my duties were the ability to communicate in both a verbal and written format..

EDUCATION



SKILLS

Some classes going for business management.