Teller manager/Analyst

ROBERT SMITH

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Objective

Focused worker who goes above and beyond basic administrative tasks and takes on multiple projects at once. Excellent work ethic and strength in boosting company morale.

Skills

Customer Service Skills, Data Entry.

Work Experience

Teller manager/Analyst

Lakeland Bank - May 2013 – 2019

- Organized, stocked and maintained the teller window area.
- Created strategies to develop and expand sales of services to existing customer.
- Executed customer transactions, including deposits, withdrawals, money orders and checks.
- Rapidly and efficiently prepared customer and ATM cash and change orders.
- Processed quarterly Vault and ATM audits with a zero error rate.
- Coordinated daily cash reconciliation at a high-volume location.
- Exceeded quarterly sales goals by over 200% each quarter for the past year and a half.

Teller Manager

C & F Bank - 2011 – 2013

- Responsible for the supervision of teller staff and all routine branch transactions.
- Staff Scheduling Monitor staff performance, provide or arrange additional training for staff members when needed, and maintain a performance file for each employee.
- Worked directly with customers building relationships and provide products and services that satisfy their needs.
- Perform services including wire transfers, customer information changes, IRA contributions/distributions, banking accounts, and online banking.
- Skills Used Excellent customer service skills and a proven ability to resolve problems independently in order to maintain a positive customer experience.
- Process transactions and engage in sales while communications professionally, clearly, and confidently.
- A strong ability to manage, delegate, and prioritize responsibilities.

Education

Diploma in Financial Track - (Center for Financial Training Online School)

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