

Robert Smith

Associate.Teller Operations Specialist

PERSONAL STATEMENT

To obtain position that allows me to continue work within customer service, with option for continuous advancement.

WORK EXPERIENCE

Associate.Teller Operations Specialist **ABC Corporation - July 2013 - October 2013**

Responsibilities:

- Ensure banking center compliance within federal regulations.
- Maintained all banking center paperwork and file accordingly.
- Coached and train teller team to process transactions accurately, efficiently accordance with established policies and procedures.
- Created positive team environment.
- Assist teller associates by using in-depth policy and procedure knowledge to handle more complex transactions and issues.
- Maintained highest level of customer service standards while consistently delighting the customers and exceeding expectations.
- Worked closely and provide input to Banking Center Manager.

Associate.Teller Operations Specialist **Delta Corporation - 2010 - 2013**

Responsibilities:

- Supervision of 10+ tellers to execute company standards for service needs of clients, resulting in overall top teller team in market in referrals/.
- Responsible for Operational Excellence Delivering Outstanding Customer service Teller Cash Dispenser (TCD) Cash ordering and handling, vault seller, .
- Orientation of new tellers Scheduling.
- My responsibilities as a Teller Operations Specialist are to provide accurate information along with excellent customer services.
- It is imperative to support the banking center manager to prepare for audit, supervise team, coach with referrals, assist in team growth, assist with .
- As well as assist clients with problems resolution and provide excellent customer service.
- Responsible for training tellers Mentor and train new tellers in role and behaviors Train associates for other banking centers Directly responsible .

Education

BA in History - August 2007(Kent State University - Kent, OH)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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www.qwikresume.com

SKILLS

Very dependable, responsible, hard working, previous supervisor/management experience, excellent analysis , and a very organized worker.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)