

# ROBERT SMITH

## Teller Supervisor/Teller Manager

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Salon Owner/Operator this position is highly, energetic, outgoing, and very detailed oriented. Handles every aspect of the business responsibilities from payroll, inventory, hiring, taxes, expert in the field of the beauty industry, and customer service, Reliable and friendly store manager who quickly learns and masters new concepts and skills. Passionate about helping customers and creating a satisfying shopping experience.

## EXPERIENCE

### Teller Supervisor/Teller Manager

#### ABC Corporation - FEBRUARY 1990 - OCTOBER 1997

- Supervises and coordinates activities of workers engaged in receiving and paying out money and keeping records of transactions.
- Performs a variety of teller and leadership duties involving a minimum staff of three tellers and clerks.
- Incumbents work with independence in coordinating and assigning work and resolving problems for subordinate tellers.
- Hires, coaches, reviews, supervises, and terminates assigned employees, or makes effective suggestions and recommendations that are given particular weight regarding the employment status of assigned employees.
- Prepares work schedules and prioritizes work.
- Answers questions and resolves difficult or complex problems presented by tellers or other staff.
- Ensures adherence to university policies and procedures concerning teller functions.

### Teller Supervisor

#### ABC Corporation - 1986 - 1990

- Managed and mentored a team of PNC Bank tellers in the local branch.
- Executed all daily opening and closing procedure to ready the branch for operations.
- Partnered with tellers to effectively address and resolve customer issues regarding account balances and statements.
- Successfully identified customer needs by cross-selling appropriate products and services.
- Balanced the Automatic Teller Machine (ATM) and TCR.
- Coached and trained on audit procedures.
- Key Accomplishments Hand-picked by Senior Management to help a troubled branch resolve operational issues and pass their audit..

## **EDUCATION**

- MBA in Marketing - (University of Phoenix - Phoenix, AZ)

## **SKILLS**

Microsoft Office, Microsoft Word, Customer Service, Cash Handling.