



Charlie Leu

BANK TELLER

631-910-2488

charlie-leu@email.com

New York, NY

SKILLS

| | |
|---------------------------|--------|
| Cash Handling | Expert |
| Customer Service | Expert |
| Banking Systems Knowledge | Expert |
| Record Keeping | Expert |
| Money Counting | Expert |
| Financial Transactions | Expert |
| Time Management | Expert |

LANGUAGES

- Mandarin (bilingual)
- Spanish (intermediate)

PROFESSIONAL SUMMARY

Dedicated bank teller with 3 years of experience in financial services. Skilled in managing high-volume transactions, maintaining precise records, and delivering excellent customer service. Experienced in leveraging banking software and providing personalized financial solutions. Known for meticulous attention to detail and strong problem-solving abilities.

EXPERIENCE

June 2021 - Now

Bank Teller

Metro Bank / New York, NY

- Process daily transactions, including deposits, withdrawals, and transfers, averaging 150 transactions per day using Symitar banking software.
- Conduct customer consultations to identify financial needs, leading to a 20% increase in cross-sell success for products like savings accounts, credit cards, and personal loans.
- Manage end-of-day balancing for cash drawers and ATM machines, reducing discrepancies by 15% through rigorous adherence to audit protocols and procedures.

August 2020 - December 2020

Bank Teller Intern

City Financial Bank / New York, NY

- Assisted senior tellers in handling customer transactions and account management, gaining hands-on experience with core banking processes.
- Utilized TellerPro software to process an average of 80 transactions per day, maintaining a 99% accuracy rate and receiving commendations for efficiency.
- Participated in team meetings and training sessions, contributing to process improvement initiatives that enhanced customer service delivery.

EDUCATION

2017 - 2021

Bachelor of Science in Finance

New York University / New York, NY

- magna cum laude
- Relevant Coursework: Financial Accounting, Corporate Finance, Money and Banking, Investment Analysis, Risk Management
- Honors and Awards: Dean's List (all semesters), NYU Financial Excellence Scholarship Recipient (2021)

Certified Bank Teller

American Banker Association

Renewed: 2023