



# Norman Payeur

## BANK CLERK

(397) 378-3694

norman.payeur@gmail.com

United States, Longview, TX

### SKILLS

Financial transactions and account management	Expert
Customer service and conflict resolution	Expert
Cash handling and audit procedures	Expert
Proficiency with banking software (e.g., FIS, Temenos)	Expert
Strong attention to detail and accuracy	Expert
Excellent organizational and multitasking abilities	Expert

### PROFESSIONAL SUMMARY

Experienced bank clerk with over 5 years of expertise in financial operations, customer service, and administrative support within the sector. Adept at managing transactions, maintaining accurate records, and delivering exceptional service in high-pressure environments.

### EXPERIENCE

June 2021 - Now

#### Senior Bank Clerk

Wells Fargo Bank / United States, Longview, TX

- Process daily financial transactions, including deposits, withdrawals, and loan payments, with precision and adherence to bank policies.
- Manage accounts and resolve inquiries related to account discrepancies, service issues, and transactions, enhancing customer satisfaction.
- Train and mentor new clerks on banking procedures, customer service practices, and compliance requirements.
- Implemented a new filing system for account documentation, which improved retrieval times by 30% and streamlined office operations.

March 2019 - May 2021

#### Bank Clerk

Chase Bank / United States, Longview, TX

- Assisted with maintenance tasks, such as updating customer information and processing account closures or modifications.
- Provided exceptional customer service, addressing and resolving client issues promptly and effectively, leading to a 15% increase in retention.
- Performed cash handling duties, including balancing drawers and preparing daily deposit reports, with a 100% accuracy rate.
- Coordinated with management to implement new banking software, resulting in improved transaction processing speed and reduced errors.

### EDUCATION

2015 - 2019

#### Associate Degree in Business Administration

Kilgore College / United States, TX

#### Anti-Money Laundering Compliance Training

2021

#### Certified Bank Teller

American Bankers Association / 2020

