

 (555) 123-4567

 sarah.williams@email.com

 Charlotte, NC

EDUCATION

Associate Degree in Business Administration

Central Piedmont Community College,
Charlotte, NC

Graduated May 2018

SKILLS

- Cash handling and transaction processing
- Customer service and problem-solving
- Cross-selling banking products
- Attention to detail and accuracy
- Knowledge of banking regulations and procedures
- Microsoft Office and banking software proficiency (e.g., Fiserv, TellerPro)

AWARDS

- Employee of the Month – First Citizens Bank, August 2022

SARAH WILLIAMS

BANK TELLER

PROFESSIONAL SUMMARY

Detail-oriented and customer-focused Bank Teller with 6+ years of experience in handling daily transactions, providing excellent customer service, and ensuring compliance with banking regulations. Adept at identifying customer needs and promoting banking products to enhance customer satisfaction and loyalty.

EXPERIENCE

- April 2020 - Now

Bank Teller

First Citizens Bank / Charlotte, NC

- Process daily cash transactions including deposits, withdrawals, and loan payments, handling up to \$30,000 in cash per day.
- Provide exceptional customer service, resolving client inquiries and assisting with account maintenance.
- Promote and cross-sell banking products such as savings accounts, credit cards, and loan services, increasing product sales by 15%.
- Accurately balance cash drawers at the end of each shift, maintaining a 100% accuracy rate over the last year.

- June 2018 - March 2020

Teller Trainee

PNC Bank / Charlotte, NC

- Assisted customers with routine transactions, including deposits and account inquiries, while maintaining a professional demeanor.
- Supported senior tellers in managing customer flow during peak hours, reducing wait times by 10%.
- Helped identify fraud attempts by adhering to strict compliance protocols and ensuring proper identification verification.

COURSES

- 2019

Certified Bank Teller (CBT)