

 (206) 555-4567

 maria.lopez@email.com

 Seattle, WA

## EDUCATION

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### Associate of Applied Science in Business Administration

Tacoma Community College – Tacoma, WA

Graduated: 2013

### Certifications

- Bank Teller Certificate – American Bankers Association, 2013
- Customer Service Excellence Certification – Bank of America, 2022
- Anti-Money Laundering (AML) Compliance Training – Wells Fargo, 2018

## SKILLS

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- Cash handling
- Customer service
- Financial transactions
- Accuracy
- Core banking systems (Fiserv, Jack Henry)
- Conflict resolution
- AML
- Fraud detection

# MARIA LOPEZ

## HEAD BANK TELLER

### PROFESSIONAL SUMMARY

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Experienced Head Bank Teller with over 12 years in retail banking, specializing in customer service, team leadership, and transaction accuracy. Recognized for efficiency, problem-solving, and commitment to enhancing branch operations. Proven track record of supervising teller teams, training new hires, and implementing procedures that optimize transaction flow and customer satisfaction.

### EXPERIENCE

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- March 2018 - Now

#### Head Bank Teller

Bank of America – Seattle, WA /

- Lead a team of 6 tellers in daily branch operations at a high-traffic downtown branch, ensuring adherence to compliance standards and service excellence.
- Coordinate daily cash flow, including balancing the vault and managing an average of .5 million in daily transactions.
- Train new tellers on security protocols, transaction accuracy, and customer service best practices, reducing transaction errors by 15% over the past year.

- May 2015 - February 2018

#### Senior Bank Teller

Wells Fargo – Bellevue, WA /

- Supported branch management in monitoring daily operations, handling vault transactions, and ensuring cash drawer accuracy for a team of 4 tellers.
- Oversaw the rollout of enhanced customer authentication procedures, resulting in a 20% increase in security compliance scores during audits.
- Awarded “Teller of the Quarter” three times for exemplary customer service and high transaction accuracy.

- July 2013 - April 2015

#### Bank Teller

KeyBank – Tacoma, WA /

- Processed an average of 200 customer transactions daily, including deposits, withdrawals, wire transfers, and check cashing.
- Collaborated with branch management to meet monthly sales goals, successfully promoting savings accounts and credit products, exceeding individual targets by 25%.
- Received recognition for maintaining a 99% transaction accuracy rate and providing quick, friendly service to customers.