



Emma
Carter

RETAIL ASSISTANT
BANK MANAGER

(555) 678-9034
emma.carter@email.com
New York, NY

SKILLS

Team leadership	Expert
Customer service management	Expert
Sales and cross-selling	Expert
Compliance and regulations	Expert
Staff training and development	Expert
Conflict resolution	Expert
Cash flow management	Expert
Banking software proficiency	Expert
Time management	Expert
Communication	Expert

LANGUAGES

- Fluent in Spanish, enhancing customer service for diverse clientele.

PROFESSIONAL SUMMARY

Results-driven Retail Assistant Bank Manager with experience leading teams, enhancing customer satisfaction, and driving branch performance. Skilled in sales growth, compliance, and staff development to ensure efficient daily operations.

EXPERIENCE

2018 - Now

Retail Assistant Bank Manager

Chase Bank / Brooklyn, NY

- Supervise a team of 12 employees, ensuring high levels of performance and customer service.
- Increased branch revenue by 18% through targeted sales initiatives and personalized banking solutions.
- Manage daily operations, including cash handling, account openings, and loan processing.
- Ensure compliance with federal and state banking regulations, reducing audit findings by 20%.
- Train and mentor new staff, leading to a 15% improvement in employee retention rates.

2015 - 2018

Banking Associate

TD Bank / Jersey City, NJ

- Assisted customers with account inquiries, loan applications, and financial products.
- Exceeded monthly sales goals by 12% through proactive cross-selling and personalized service.
- Handled cash transactions, account maintenance, and compliance tasks with 100% accuracy.

EDUCATION

Bachelor of Business Administration
(BBA), Finance

New York University (NYU), New York, NY | 2015

Certifications

- Certified Bank Manager (CBM), American Bankers Association | 2020
- Certified Customer Service Professional (CCSP), National Customer Service Association | 2019
- Certified Retail Banking Associate (CRBA), American Bankers Association | 2018