Eleanor Johnson

Retail Personal Banker

CONTACT

- (555) 123-4567
- eleanor.johnson@email.com
- New York, NY

EDUCATION

Bachelor of Science in Finance

New York University (NYU)

Graduated: 2018

Certified Personal Banker (CPB)

2020

LINKS

LinkedIn: /in/eleanorjohnson

AWARDS

- Awarded "Employee of the Quarter" for exceeding sales goals and enhancing customer satisfaction in Q2 2024.

PROFESSIONAL SUMMARY

Motivated and detail-oriented retail personal banker with experience in customer service and financial products. Proven track record in exceeding sales targets and providing exceptional client service. Seeking to leverage expertise in account management and financial planning to contribute to a growing financial institution.

EXPERIENCE

Retail Personal Banker   2021 - Now

Chase Bank, New York, NY

- Open and manage personal and business accounts, including checking, savings, and credit accounts.
- Assist clients with loan applications, mortgages, and credit lines, driving a 15% increase in new account openings.
- Provide tailored financial solutions to clients based on their needs and goals.
- Maintain up-to-date knowledge of products and services, ensuring compliance with banking regulations.
- Deliver exceptional customer service, leading to a 98% customer satisfaction rating.

Bank Teller   2019 - 2021

Bank of America, Brooklyn, NY

- Processed customer transactions, including deposits, withdrawals, and check cashing, ensuring accuracy and efficiency.
- Built strong customer relationships, addressing inquiries and resolving issues promptly.
- Promoted bank products, including credit cards and loans, resulting in a 10% sales increase.

SKILLS

Skill	Rating
Account management	★★★★★
Financial product knowledge	★★★★★
Customer relationship management (CRM) software	★★★★★
Loan and mortgage knowledge	★★★★★
Sales and goal achievement	★★★★★
Strong communication skills	★★★★★
Detail-oriented	★★★★★

Recognized for achieving a 95% accuracy rate in processing financial transactions and applications.

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