

# Aisha Khan

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## SUMMARY

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Detail-oriented and customer-focused Bank Teller with over 4 years of experience in cash handling, customer service, and financial transactions. Proven track record of improving customer satisfaction and operational efficiency.

## EXPERIENCE

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### Bank Teller

Mar 2021 - Present

*First National Bank, Seattle, WA*

- Processed over \$500,000 in transactions daily with a 99% accuracy rate.
- Implemented a new customer greeting protocol that increased customer satisfaction scores by 15%.
- Trained 5 new tellers on cash handling and customer service best practices.

### Customer Service Representative

Jun 2018 - Feb 2021

*Community Credit Union, Seattle, WA*

- Resolved customer inquiries and issues, achieving a 95% resolution rate on first contact.
- Assisted in the rollout of a new online banking system, leading to a 20% increase in digital transactions.
- Maintained an organized cash drawer, reducing discrepancies by 30% during audits.

### Intern

Jan 2017 - May 2018

*Global Bank Corp., Seattle, WA*

- Supported daily operations by processing deposits and withdrawals, handling over \$200,000 in cash.
- Conducted market research on customer preferences, contributing to a 10% increase in service adoption.
- Assisted in the training of staff on new software for transaction processing.

## EDUCATION

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### Bachelor of Science in Finance

June 2018

*University of Washington, Seattle, WA • GPA: 3.8*

## SKILLS

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**Technical Skills:** Cash Handling, Customer Service, Financial Transactions, Data Entry

**Tools & Frameworks:** Microsoft Excel, Banking Software (FIS, Jack Henry), CRM Tools