

Aisha Patel

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SUMMARY

Detail-oriented and customer-focused recent graduate with strong knowledge of banking operations and a passion for providing exceptional service. Proven ability to build relationships and drive customer satisfaction through effective communication and problem-solving skills.

EXPERIENCE

Banking Intern

Jun 2022 - Aug 2022

First National Bank, Seattle, WA

- Assisted in processing over 150 customer transactions daily, achieving a 98% accuracy rate.
- Participated in a team project that improved customer onboarding procedures, reducing processing time by 20%.
- Utilized financial software to track client accounts and generate reports, enhancing data accuracy.

Customer Service Representative

Jan 2022 - May 2022

RetailBank Corp, Seattle, WA

- Resolved customer inquiries and issues, improving customer satisfaction scores by 15%.
- Trained new staff on customer service protocols, contributing to a more efficient team environment.
- Managed cash drawer with precision, with an average variance of less than \$5 per month.

Sales Associate

Jun 2019 - Dec 2021

ElectroGoods Store, Seattle, WA

- Exceeded monthly sales targets by an average of 10% through excellent customer relationship management.
- Developed product knowledge training materials that improved team sales performance by 25%.
- Implemented a customer feedback system that increased repeat business by 30%.

EDUCATION

Bachelor of Science in Finance

May 2021

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Customer Relationship Management (CRM), Financial Analysis, Data Entry, Transaction Processing

Tools & Frameworks: Microsoft Excel, QuickBooks, Salesforce