

Aisha Patel

aisha.patel@example.com • (555) 123-4567 • Chicago, IL • linkedin.com/in/aishapatel

SUMMARY

Detail-oriented and customer-focused Mid Level Bank Teller with over 5 years of experience in financial services. Proven track record of improving customer satisfaction and operational efficiency while maintaining compliance with banking regulations.

EXPERIENCE

Senior Bank Teller

Jan 2022 - Present

First National Bank, Chicago, IL

- Increased customer satisfaction scores by 15% through personalized banking services and effective problem resolution.
- Processed an average of \$1.5 million in transactions daily while maintaining 99.9% accuracy in cash handling.
- Trained 5 new tellers on operational procedures and customer service standards, reducing onboarding time by 20%.

Bank Teller

Jun 2018 - Dec 2021

Community Trust Bank, Chicago, IL

- Achieved top performance in sales goals, generating \$50,000 in new account revenues within the first year.
- Implemented a new cash handling process that reduced discrepancies by 30%, enhancing overall security.
- Managed customer inquiries and complaints efficiently, achieving a 95% resolution rate on first contact.

Banking Associate

Aug 2016 - May 2018

Metro Bank, Chicago, IL

- Assisted in the rollout of a new digital banking platform, increasing mobile app adoption by 40%.
- Conducted training sessions on financial products, improving the team's overall product knowledge by 25%.
- Maintained a balanced cash drawer with an average accuracy rate of 99.7%.

EDUCATION

Bachelor of Science in Finance

May 2018

University of Illinois, Chicago, IL • GPA: 3.7

SKILLS

Technical Skills: Cash Handling, Customer Relationship Management (CRM), Financial Analysis, Regulatory Compliance

Tools & Frameworks: Microsoft Office Suite, FIS Banking Software, Salesforce