

Amina Rodriguez

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SUMMARY

Detail-oriented Personal Banker with over 5 years of experience in client relationship management and financial product sales. Proven track record in achieving sales goals, enhancing customer satisfaction, and providing tailored financial solutions.

EXPERIENCE

Personal Banker

Jan 2022 - Present

Sunrise Bank, Atlanta, GA

- Increased customer portfolio by 30% within the first year, contributing \$2M in new deposits.
- Achieved 95% customer satisfaction rating through personalized service and financial advice.
- Utilized Salesforce CRM to streamline client interactions, reducing follow-up times by 20%.

Customer Service Associate

Mar 2019 - Dec 2021

First Choice Financial, Atlanta, GA

- Managed daily operations and assisted clients in achieving financial goals, leading to 15% increase in loan applications.
- Conducted financial literacy workshops, improving customer engagement by 40%.
- Implemented new service protocols that cut transaction times by 25%.

Teller

Jun 2016 - Feb 2019

Heritage Bank, Atlanta, GA

- Processed over 100 transactions daily with 99.8% accuracy.
- Identified opportunities for cross-selling bank products, resulting in a 20% boost in branch sales.
- Trained new tellers, enhancing overall team performance and service quality.

EDUCATION

Bachelor of Science in Finance

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Financial Analysis, Customer Relationship Management (CRM), Risk Assessment, Sales Strategy

Tools & Frameworks: Salesforce, Microsoft Excel, QuickBooks