

Samira Patel

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SUMMARY

Detail-oriented and customer-focused Senior Level Bank Teller with over 7 years of experience in financial services. Proven track record of enhancing customer satisfaction and achieving sales targets through efficient service and product knowledge.

EXPERIENCE

Senior Bank Teller

Jan 2022 - Present

First National Bank, Atlanta, GA

- Increased customer satisfaction ratings by 25% by streamlining transaction processes and implementing a new customer feedback system.
- Managed daily cash flow and reconciled discrepancies, achieving an accuracy rate of 99.9%.
- Trained and mentored 5 new tellers, leading to a 30% reduction in onboarding time.

Bank Teller

Jun 2018 - Dec 2021

Community Savings Bank, Atlanta, GA

- Processed over 100 transactions daily with an average wait time of under 2 minutes, improving overall branch efficiency.
- Contributed to a sales increase of \$150,000 by proactively promoting bank products to customers.
- Conducted monthly audits of cash drawers, ensuring compliance with bank policies and minimizing losses.

Teller Associate

Aug 2015 - May 2018

Citywide Bank, Atlanta, GA

- Assisted in the implementation of a new digital banking service, resulting in a 40% increase in customer enrollment.
- Resolved customer complaints effectively, leading to a 15% increase in customer retention rates.
- Achieved 'Employee of the Month' recognition 3 times for exceptional service and sales performance.

EDUCATION

Bachelor of Science in Finance

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

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

Tools & Frameworks: FIS, Jack Henry, Microsoft Office Suite