

Amina Khan

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SUMMARY

Results-oriented Senior Level Personal Banker with over 8 years of experience in delivering exceptional customer service and financial solutions. Proven track record of increasing branch profitability and client satisfaction through strategic sales initiatives and relationship management.

EXPERIENCE

Senior Personal Banker

Jan 2022 - Present

First Financial Bank, Seattle, WA

- Increased loan portfolio by 35% within 12 months, resulting in an additional \$2M in revenue.
- Implemented a new customer relationship management system, reducing client onboarding time by 40%.
- Trained and mentored junior bankers, enhancing team performance and customer satisfaction scores by 20%.

Personal Banker

Jun 2018 - Dec 2021

Community Trust Bank, Tacoma, WA

- Achieved 'Top Performer' status for exceeding sales targets by an average of 25% each quarter.
- Developed personalized financial plans for clients, resulting in a 30% increase in investments.
- Streamlined account opening processes, achieving a 15% reduction in processing time.

Banking Associate

Jan 2015 - May 2018

Metro Bank, Everett, WA

- Consistently met and exceeded customer service goals, leading to a 95% customer satisfaction rating.
- Assisted in the launch of a new mobile banking app, increasing customer engagement by 50% within the first quarter.
- Participated in community outreach programs, boosting the bank's local presence and customer base by 15%.

EDUCATION

Bachelor of Science in Finance

May 2018

University of Washington, Seattle, WA • GPA: 3.8

SKILLS

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

Tools & Frameworks: Salesforce, Microsoft Excel, Finastra, QuickBooks