

CLIENT NAME

Address Phone#
City, State email@yahoo.com

BANKING & CUSTOMER SERVICE PROFESSIONAL PERSONNEL SUPERVISION | ELITE CUSTOMER CARE

A top-performing Banking and Customer Service Professional with more than 5 years' experience in teller operations, training and supervising new staff. Detailed oriented individual with proven ability to perform multiple task, resolve problems and monitor staff's work performance. Cooperative team player, who can easily adapt to all situations, requires little to no supervision. Possess excellent organizational skills, time management and outstanding interpersonal communication with all levels of staff and consumers.

- Customer Service & Customer Care
- High-Level Sales Proficiency
- Excellent Telephone Manners
- Detailed Oriented
- Quality Assurance
- Branch Operations
- Research & Analysis
- Client Relationship Management
- Problem Analysis/Resolution

PROFESSIONAL EXPERIENCE

WELLS FARGO, Decatur, GA • 2012-2014

LEAD TELLER

TELLER

- **Process Efficiency:** Ensured prompt and efficient transaction processing by all tellers while simultaneously generating sales through quality referrals
- **Training & Development:** Assisted other Tellers and providing transaction approval when necessary; served a source of information and training for new Tellers
- **Regulatory Compliance:** Managed compliance of audit operations and regulatory issues; processed customer transactions within established guidelines under direct supervision
- **Top-Notch Customer Service:** Thoroughly assessed and met the financial needs of customers
- **Account Management:** Responsible for correctly maintaining and balancing a cash drawer daily
- **Sales Excellence:** Identified and made sales referrals, cross sold bank services and products and provided excellent customer service

CVS PHARMACY, Decatur & Atlanta, GA • 2008-2013

SHIFT SUPERVISOR

PHOTO TECHNICIAN

STOCK CLERK & CASHIER

- **Asset Management:** Held accountability for store cash and all other financial assets, reconciling cash register drawers, preparing deposits and ordering change from the bank; responded to any unexpected emergencies to ensure the protection of the company's
- **Collaborative Assistance:** Fulfill the duties of the Store Manager in their absence which included employee supervision, payroll, vendor relations, problem resolution assets
- **Safety Compliance:** Assist with the general maintenance and appearance of the store and ensuring a safe and pleasant environment for both consumers and associates alike; ensured lab chemicals are filled and dumped according to the Occupational Safety and Health Administration (OSHA) regulations
- Administered assistance to customers completing photo processing orders
- **Training & Development:** Communicated new store regulations and techniques for the development of film to co-workers
- **Elite Customer Service:** Processed customer transactions in a timely manner while continuing to provide excellent customer service; answered customers' general questions as well as merchandise related
- **Inventory Management:** Examined and inspected stock items for defects and reported any damage to supervisor

EDUCATION

COMPUTER SCIENCE (CURRENTLY ENROLLED)
GEORGIA PERIMETER COLLEGE, Decatur, GA

COMPUTER SCIENCE, 2008
WESTERN KENTUCKY UNIVERSITY, Bowling Green, KY