

# [First Last Name]

[City, State] | [email@example.com] | [(555) 555-5555]

## PROFESSIONAL SUMMARY

[Detail-oriented] [Bank Teller] with [X] years of experience delivering accurate, high-volume cash handling and exceptional customer service in fast-paced branch environments. Proven track record in [transaction processing, fraud prevention, and cross-selling banking products] while consistently meeting performance and compliance standards. Adept at using [core banking systems] and [POS terminals] to streamline operations and minimize errors. Recognized for strong interpersonal skills, reliability, and a calm, professional demeanor when resolving customer issues.

## PROFESSIONAL EXPERIENCE

### [Senior Bank Teller] | [ABC National Bank]

[Month Year] – Present | [City, State]

- Processed an average of [80–120] daily transactions, including deposits, withdrawals, loan payments, and cashier's checks, maintaining a cash drawer accuracy rate of [99.9%] with minimal over/short incidents.
- Identified customer needs and referred appropriate products such as [checking accounts, credit cards, and personal loans], contributing to a [15%] increase in branch cross-sell conversions over [12] months.
- Utilized [core banking software, cash recyclers, and check imaging systems] to verify funds, detect suspicious activity, and ensure strict adherence to [KYC/AML] and bank compliance policies.

### [Bank Teller] | [Community Savings & Loan]

[Month Year] – [Month Year] | [City, State]

- Handled daily cash transactions totaling up to [\$XX,XXX], balancing drawer at shift end with zero unresolved discrepancies for [X consecutive months].
- Delivered prompt, courteous service to an average of [60+] customers per day, reducing wait times by efficiently using [queue management tools] and coordinating with team members during peak hours.
- Educated customers on [online banking, mobile deposits, and ATM services], increasing digital channel adoption and reducing in-branch routine transactions by [X%].

## EDUCATION

### [Associate of Science in Business Administration] | [XYZ Community College]

[Month Year] – [Month Year] | [City, State]

- Relevant coursework: [Principles of Banking, Accounting I & II, Business Mathematics, Customer Service Management].

### [High School Diploma] | [ABC High School]

[Month Year] – [Month Year] | [City, State]

- Activities: [Business/Finance Club, Student Council, Volunteer Work in Community Financial Literacy Programs].

## SKILLS

- Banking & Technical:** [Cash handling & reconciliation], [core banking software (e.g., Fiserv, Jack Henry)], [check imaging & remote deposit capture], [POS terminals & cash recyclers], [MS Office (Excel, Word, Outlook)].
- Customer Service:** [Client relationship building], [issue resolution], [up-selling/cross-selling banking products], [handling difficult customers], [professional phone and in-person etiquette].
- Compliance & Risk:** [KYC/AML awareness], [fraud detection basics], [ID verification], [privacy and data security best practices], [adherence to bank policies and procedures].
- Numerical & Analytical:** [Basic accounting principles], [transaction verification], [discrepancy investigation], [attention to detail], [accuracy under time pressure].
- Soft Skills:** [Team collaboration], [time management], [dependability], [adaptability], [clear verbal and written communication].

## PROJECTS & ADDITIONAL EXPERIENCE

### [Branch Service Improvement Initiative] | [ABC National Bank]

[Month Year] – [Month Year]

- Collaborated with [branch manager and teller team] to map customer flow and implement a revised queue and greeting process, contributing to a measured reduction in average lobby wait times by [X%].

**[Digital Banking Adoption Campaign] | [Community Savings & Loan]**

[Month Year] – [Month Year]

- Assisted in promoting [online and mobile banking tools] to in-branch customers by providing brief demonstrations at the teller line, supporting a [X%] increase in active digital users over [6] months.