



# Michael

## ANDERSON

### HEAD TELLER

Dedicated financial services professional with extensive experience in leading teller operations and enhancing customer service delivery. Known for a proactive approach to problem-solving and a commitment to excellence in service. Expertise in training and developing teams to achieve high performance and customer satisfaction. Skilled in managing cash operations and ensuring compliance with financial regulations.

### WORK EXPERIENCE

#### HEAD TELLER

Regional Bank

2020 - 2025

- Managed teller operations, ensuring high levels of accuracy and compliance.
- Developed customer engagement strategies that increased foot traffic by 15%.
- Trained tellers on customer service excellence and operational procedures.
- Oversaw cash management, ensuring security and efficiency.
- Implemented a digital feedback system to enhance customer experience.
- Coordinated with management on promotional campaigns to boost sales.

#### TELLER

Statewide Bank

2015 - 2020

- Processed customer transactions with a focus on accuracy and speed.
- Assisted in the training of new tellers, fostering a collaborative environment.
- Engaged with customers to identify needs and promote products.
- Maintained compliance with banking policies and procedures.
- Conducted daily cash reconciliations, ensuring integrity.
- Participated in community service initiatives, enhancing bank visibility.

### CONTACT

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### SKILLS

- Customer Engagement
- Team Development
- Compliance
- Cash Management
- Operational Excellence
- Relationship Management

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF SCIENCE IN ACCOUNTING, UNIVERSITY OF FLORIDA, 2014**

### ACHIEVEMENTS

- Increased customer satisfaction scores by 30% through improved service protocols.
- Recognized for outstanding performance with a branch award.
- Successfully launched a customer loyalty program that increased retention rates.