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SKILLS

- Operational Coordination
- Data Analysis
- Compliance Monitoring
- Team Leadership
- Customer Engagement
- Process Optimization

EDUCATION

**BACHELOR OF SCIENCE IN FINANCE -
BOSTON COLLEGE**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Recognized for excellence in team performance and customer satisfaction.
- Successfully implemented a new training program that improved teller efficiency by 25%.
- Achieved top ratings in internal customer service evaluations.

Michael Anderson

OPERATIONS COORDINATOR

Results-oriented Operations Banker with a solid background in banking operations and a commitment to driving efficiency and customer satisfaction. Expertise in managing day-to-day operations while ensuring compliance and risk management across all banking activities. Known for exceptional analytical skills and the ability to leverage data to inform operational decisions. A collaborative leader capable of motivating teams and building strong relationships with clients and stakeholders.

EXPERIENCE

OPERATIONS COORDINATOR

Capital Bank

2016 - Present

- Coordinated daily operations across multiple banking branches to ensure seamless service delivery.
- Analyzed operational data to identify trends and recommend improvements.
- Facilitated communication between branches and headquarters to streamline processes.
- Monitored compliance with internal controls and regulatory requirements.
- Supported the implementation of new banking technologies to enhance operational efficiency.
- Trained branch staff on updated operational procedures and best practices.

TELLER SUPERVISOR

Trustworthy Bank

2014 - 2016

- Supervised teller operations, ensuring accuracy and efficiency in transaction processing.
- Provided coaching and support to tellers to enhance customer service skills.
- Managed cash handling procedures and ensured compliance with security protocols.
- Conducted audits of teller transactions to maintain accuracy and compliance.
- Engaged with customers to resolve issues and enhance their banking experience.
- Assisted in branch marketing efforts to promote banking products and services.