



MICHAEL ANDERSON

Senior Teller

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SUMMARY

Accomplished banking professional with extensive experience in customer service and financial transactions, demonstrating a profound understanding of banking operations and compliance regulations. Proven ability to enhance customer satisfaction through effective communication and problem-solving skills, fostering long-term client relationships. Expertise in cash handling, transaction processing, and risk management, ensuring operational efficiency and accuracy.

WORK EXPERIENCE

Senior Teller First National Bank

Jan 2023 - Present

- Managed daily cash transactions, ensuring accuracy and compliance with banking policies.
- Provided exceptional customer service, addressing inquiries and resolving issues efficiently.
- Trained and mentored new tellers, enhancing team performance and service delivery.
- Assisted in the implementation of new banking software, improving transaction processing speed.
- Conducted regular audits of cash drawers, maintaining accountability and minimizing discrepancies.
- Promoted bank products and services, achieving a significant increase in customer adoption rates.

Teller Community Savings Bank

Jan 2020 - Dec 2022

- Executed cash transactions accurately, maintaining a balanced cash drawer at all times.
 - Supported customers with account inquiries, facilitating seamless banking experiences.
 - Participated in community outreach programs to promote financial education.
 - Collaborated with team members to streamline branch operations and improve service delivery.
 - Processed loan applications, contributing to the bank's lending goals.
 - Maintained confidentiality of sensitive customer information, adhering to bank policies.
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EDUCATION

Bachelor of Science in Finance, University of Banking, 2017

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Customer service, Cash handling, Financial transactions, Risk management, Banking software, Team collaboration
- **Awards/Activities:** Achieved 'Employee of the Month' three times in recognition of outstanding customer service.
- **Awards/Activities:** Increased customer satisfaction scores by 20% through proactive service initiatives.
- **Awards/Activities:** Received commendation for effectively managing high-volume transaction periods during peak hours.
- **Languages:** English, Spanish, French