



# Sophia Smith

Bank Teller

Analytical, detail-oriented professional with 8+ years of extensive experience in providing exceptional customer service, administering customer transactions, and promoting company offerings in the banking industry. Exceptionally organized and focused, demonstrating an outstanding aptitude to manage and balance a variety of financial transactions in a fast-paced environment.

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 Philadelphia, PA

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## SKILLS

Cash Drawer Balancing

Cash Handling Skills

Client Management

Complex Problem-Solving

Staff Training & Development

Record-keeping & Documentation

Exceptional Customer Service

Analytical & Critical Thinking

## HONOR AWARDS

**Bank Teller of the Year (2019)**

*Double Star National Bank*

**The Employee of the Month - 8 times in 4 years**

*Bank of Pennsylvania, Lancaster Branch*

## LANGUAGES

**English**

*Native or Bilingual Proficiency*

**Spanish**

*Full Professional Proficiency*

**French**

*Full Professional Proficiency*

## INTERESTS

 Meditation

 Sustainability

 Italian Cuisine

 Gardening

## WORK EXPERIENCE

### Double Star National Bank Bank Teller

08/2017 - Present

*Harrisburg, PA*

*Achievements/Tasks*

- Administer the balancing of the branch's vaults, Automated Teller Machines (ATMs), Teller Cash Dispensers (TCDs), and Teller Cash Recyclers (TCRs) with a daily total of more than \$200K.
- Leverage organizational and prioritization abilities, coupled with superior attention to detail to efficiently process 20+ transactions per hour, attending to 50+ customers on a daily basis.
- Establish strong credibility with clients by providing accurate information to address concerns regarding their accounts and other bank products, resulting in achieving the highest rate of customer loyalty and retention.
- Serve as a Team Lead in the absence of the supervisor to maintain seamless bank operations and procedures.

### Bank Teller/Lead Bank of Pennsylvania, Lancaster Branch

07/2013 - 07/2017

*Lancaster, PA*

*Achievements*

- Demonstrated leadership in implementing adequate training to team members, resulting in improved performance and customer service delivery, which increased the existing client base by more than 30%.
- Provided efficient support to the Assistant Manager in overseeing the day-to-day operations to ensure an efficient and productive business workflow.
- Maximized customer satisfaction by catering a proactive day-to-day call center assistance to address client concerns.
- Contributed to designing and delivering effective training programs for newly hired employees to acquaint them with the bank's policies and operational procedures.

### Banking & Finance Intern Blue Verticals Credit Union

01/2013 - 06/2013

*Philadelphia, PA*

## EDUCATION

### MS. in Banking and Finance The University of Philadelphia

2010 - 2012

# Resume Template 2025

**RS Peters**



## **Resume Template 2025:**

## Reviewing **Resume Template 2025**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is truly astonishing. Within the pages of "**Resume Template 2025**," an enthralling opus penned by a highly acclaimed wordsmith, readers embark on an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve into the book's central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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