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.

✉ sophia@novoresume.com
📍 Philadelphia, PA
▮ 3123 444 555
in linkedin.com/in/sophia.smith

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

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C. Randall Powell

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Building the Looking-Glass Resume Larry Goldsmith,2014-01-10 Building the Looking Glass R sum is a r sum solutions book that shows you how to create the reflection of your job skills that can help you win the prized invitation to a job interview The book features the Jaazle R sum Template and Tutorial to guide you through the r sum building process so you can quickly and confidently create a professional looking r sum with powerful contents Building the Looking Glass R sum is for all job seekers from entry level to senior executives or those in career transition The book includes solutions to the most difficult r sum concerns questions and technical issues *Wired Resume Guide, Version 2.0* Cengage South-Western,Tim Krause,1999-12 *Administrative Assistant's and Secretary's Handbook* James Stroman,Kevin Wilson,Jennifer Wauson,2014-06-18 The expectations and duties of the modern day administrative assistant are higher and more stressful than ever before The Administrative Assistant s and Secretary s Handbook will help professionals everywhere come out on top From managing the phones coordinating meetings and preparing presentations to planning events crafting clear business communications and deciphering legal documents administrative assistants need to be everything to everyone all the time and all with a smile They spend all day helping others but who is going to help them For office professionals seeking to improve their performance and enhance their value to employers this handbook is the definitive source of help for these true jack of all trades In The Administrative Assistant s and Secretary s Handbook you will find information on topics such as Creating graphics charts and presentations Microsoft Word Excel Outlook and Publisher Web conferencing Electronic and paper filing systems Recordkeeping Meeting planning and management Business math and much more Extensively updated with new information on Windows 8 Microsoft Office 2013 Apple OS mobile computing computer software troubleshooting data security Google Calendar Google Drive Google Docs and Microsoft Web Applications this bestselling guide will help these unsung heroes shine in the eyes of all their coworkers Peter Norton's Introduction to Computers Office 97 Tutorial with 3. 5 IBM Disk Peter Norton,1998-01-05 Peter Norton s new Office 97 Tutorial helps students learn to create process and present information using Microsoft Office 97 Emphasizing hands on instruction this applications tutorial includes a student data disk to help students apply and practice the skills and techniques they learn in each lesson *The Longman Guide to Writing Center Theory and Practice* Robert W. Barnett,Jacob S. Blumner,2008 The Longman Guide to Writing Center Theory and Practice offers in unparalleled breadth and depth the major scholarship on writing centers This up to date resource for students instructors and scholars anthologizes essays on all major areas of interest to writing center theorists and practitioners Seven sections provide a comprehensive view of writing centers history progress theorizing the writing center defining the writing center s place writing across the curriculum the practice of tutoring cultural issues and technology **PowerPoint 2000 Level 1 Core: A Tutorial to Accompany Peter Norton Introduction to Computers Student Edition** Peter Norton,1999-11-26 Peter Norton s PowerPoint 2000 Tutorial helps students learn to create process and

present information using Microsoft PowerPoint 2000 **A Tutorial Guide to AutoCAD 2002** Shawna Lockhart,2003 For courses in AutoCAD and Computer Aided Drawing A Tutorial Guide to AutoCAD 2002 provides a step by step introduction to AutoCAD with commands taught in context Lockhart begins this book providing step by step instructions using commands and techniques Later individual steps are no longer provided and readers are asked to apply what they have learned by completing sequences on their own Carefully developed pedagogy reinforces the cumulative learning approach and supports readers in becoming skilled AutoCAD users *Serious Games in Personalized Learning* Scott M. Martin,James R. Casey,Stephanie Kane,2021-07-12 Serious Games in Personalized Learning investigates game based teaching and learning at a time when learning and training systems are increasingly integrating serious games machine learning artificial intelligence models and adaptive technologies Game based education provides rare data for measuring assessing and evaluating not just a game s effectiveness but the acquisition of information and knowledge that a student may gain through playing a learning game This book synthesizes contemporary research frameworks and models centered on the design and delivery of serious games that truly personalize the learning experience Scholars of educational technology instructional design human performance and more will find a comprehensive guide to the history practical implications and data collection potential inherent to these fast evolving tools Web Publisher's Design Guide for Windows Mary Jo Fahey,1997 Today s Web sites are competing for attention and incredible page design may be the only way to make your Web page stand out from the rest This Web publishers design guide for Windows includes a CD ROM packed with design tools to help break away from Web page stereotypes and shows how to use animation sound video photography and more in Web pages It also includes the work of some of the best designers on the Web and get a behind the scenes before and after look at some amazing sites *Microsoft Word for Windows* Heather Miletti Duggan,Peter Norton,1996 **Journal of Career Planning & Employment** ,2001 **Using WordPerfect in Your Job Search** David Franklin Noble,1995 A new focused kind of computer book that shows readers how to use the power of WordPerfect to create quality resumes cover letters and other important job search documents Detailed step by step instructions make it easy to create different types of resumes such as combination resumes chronological resumes resumes from templates scannable resumes and hypertext **Microsoft Office Professional - New Perspectives** June J. Parsons,Beverly B. Zimmerman,S. Scott Zimmerman,Cheryl L. Willis,Joseph J. Adamski,Dan Oja,1995-04 Part of the New Perspectives Applications Series this text combines five individual applications It offers case study scenarios detailed coverage and extensive pedagogy for a realistic approach to learning Windows 3 1 Microsoft Word 6 0 6 1 Microsoft Excel 5 0 Microsoft Access 2 0 and Microsoft PowerPoint 4 0 Microsoft Works 3.0, DOS Version William Robert Pasewark,William R. Pasewark,1995 This represents a significant triumph of the leading integrated software program While continuing with its standard setting use of pull down menus Works 3 0 now enables you to use the same commands for word processing graphics spreadsheet database and telecommunications The Writer's Guide to the

<u>Internet</u> Dawn Groves,1997 The Writer s Guide to the Internet is the perfect tool for writers to find online information Dawn Groves author of the popular The Web Page Workbook shows you how to find helpful resources publish on the Web and research topics You ll also learn how to participate in Internet writers groups and you ll find tips on how to market yourself and write for an online audience   <u>Tutorial Pagemaker 4</u> Isaac Victor Kerlow,1991-06   **Peter Norton's Introduction to Computers** Peter Norton,1997-10   *user's guide 1; microsoft excel* ,1992   **Career Planning Today** C. Randall Powell,1990   *The Federal Resume Guidebook* Kathryn K. Troutman,1999 Applying for a federal job or promotion no longer requires a lengthy lifeless form Instead applicants can emphasize their strengths skills and smarts in resumes that will hook hiring staff and make personal qualifications shine

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