

BANK CUSTOMER SERVICE RESUME

3665 McLaughlin Ave., Pacific City, OR 97135 • your-email@email.com • (503) 555-1234

Experienced and motivated Bank Customer Service Assistant seeking to join Oregon Coast Bank in Pacific City. Aiming to leverage my extensive background in customer service and account management to enhance client satisfaction and meet company objectives.

Professional Experience

Senior Customer Service Representative

FIRST TRUST BANK, Pacific City, OR

August 20XX–Present

- **Customer Interaction:** Manage relationships with over 1,000 individual clients, maintaining positive relations and high satisfaction levels
- **Account Management:** Process daily financial transactions, including deposits, withdrawals, and loan payments; open and close an average of 40 new accounts per month
- **Cash Handling:** Responsible for cash distribution, verification, and balancing; handle up to \$50,000 daily with 100% accuracy
- **Training and Development:** Trained and mentored 15 new employees, focusing on company policies, cash handling procedures, and customer service excellence
- **Product Promotion:** Successfully cross-sold banking products, contributing to a 25% increase in account upgrades and enrollment in additional services

Bank Teller

COMMUNITY BANK OF OREGON, Pacific City, OR

July 20XX–August 20XX

- **Transaction Processing:** Performed routine financial transactions such as deposits and withdrawals, maintaining high accuracy and efficiency
- **Customer Service:** Addressed and resolved customer issues regarding account discrepancies and queries, achieving a 95% customer satisfaction rate
- **Policy Compliance:** Ensured compliance with all bank policies and federal and state regulations
- **Cash Management:** Managed and balanced a cash drawer daily, involving sums of up to \$30,000

Education

OREGON STATE UNIVERSITY, Corvallis, OR

May 20XX

Bachelor of Arts in Business Administration, Honors: *cum laude* (GPA: 3.7/4.0)

Additional Skills

- **Hard skills:** account accuracy, cash handling, policy adherence, product cross-selling, Microsoft Office, banking software, CRM systems
- **Soft skills:** customer service, problem solving, communication, time management, team collaboration