

BANKER RESUME EXAMPLE

3665 Francis Avenue, Green Bay, WI 54303
(920) 555-1234
your-name@email.com

Experienced banker with robust background in customer service and financial operations, seeking a mid-career position at Associated Bank. Dedicated to enhancing banking relationships through effective sales and customer interaction, backed by solid foundation in financial service delivery and compliance.

PROFESSIONAL EXPERIENCE

UNION TRUST BANK

Senior Banker

Green Bay, WI

August 20XX–Present

- Exceed customer service expectations by maintaining high standards of communication, resulting in a 30% increase in customer retention
- Implemented new sales strategies that increased cross-sell of products by 40%
- Lead the processing of approx. 50 account openings and closings weekly, ensuring adherence to CIP/CDD standards
- Accurately manage 100+ daily transactions, enhancing fraud detection measures and improving transaction security
- Trained over 25 new tellers, reinforcing bank policies and enhancing overall service quality

CITY BANK OF WISCONSIN

Financial Service Representative

Green Bay, WI

July 20XX–August 20XX

- Boosted branch sales performance by 7% through effective customer engagement and product promotion
- Conducted detailed verifications of customer data to support high levels of BSA compliance
- Facilitated the issuance of ATM and Debit MasterCards, optimizing accuracy and customer satisfaction
- Maintained cash drawer balances and transaction records, achieving a 99% accuracy rate in daily settlements
- Addressed and resolved customer issues promptly, ensuring a high standard of customer care and follow-up

CERTIFICATIONS

- Certified Bank Teller (CBT) — American Bankers Association
- Certified Financial Services Security Professional (CFSSP)

EDUCATION

GREEN BAY WEST HIGH SCHOOL

High School Diploma

Green Bay, WI

May 20XX

ADDITIONAL SKILLS

- Customer service excellence, sales proficiency, regulatory compliance, account management, fraud prevention, detailed documentation, Microsoft Office proficiency, problem-solving, cash-handling expertise, team training