

 (206) 555-4567

 maria.lopez@email.com

 Seattle, WA

EDUCATION

Associate of Applied Science in Business Administration

Tacoma Community College – Tacoma, WA

Graduated: 2013

Certifications

- Bank Teller Certificate – American Bankers Association, 2013
- Customer Service Excellence Certification – Bank of America, 2022
- Anti-Money Laundering (AML) Compliance Training – Wells Fargo, 2018

SKILLS

- Cash handling
- Customer service
- Financial transactions
- Accuracy
- Core banking systems (Fiserv, Jack Henry)
- Conflict resolution
- AML
- Fraud detection

MARIA LOPEZ

HEAD BANK TELLER

PROFESSIONAL SUMMARY

Experienced Head Bank Teller with over 12 years in retail banking, specializing in customer service, team leadership, and transaction accuracy. Recognized for efficiency, problem-solving, and commitment to enhancing branch operations. Proven track record of supervising teller teams, training new hires, and implementing procedures that optimize transaction flow and customer satisfaction.

EXPERIENCE

- March 2018 - Now

Head Bank Teller

Bank of America – Seattle, WA /

- Lead a team of 6 tellers in daily branch operations at a high-traffic downtown branch, ensuring adherence to compliance standards and service excellence.
- Coordinate daily cash flow, including balancing the vault and managing an average of .5 million in daily transactions.
- Train new tellers on security protocols, transaction accuracy, and customer service best practices, reducing transaction errors by 15% over the past year.

- May 2015 - February 2018

Senior Bank Teller

Wells Fargo – Bellevue, WA /

- Supported branch management in monitoring daily operations, handling vault transactions, and ensuring cash drawer accuracy for a team of 4 tellers.
- Oversaw the rollout of enhanced customer authentication procedures, resulting in a 20% increase in security compliance scores during audits.
- Awarded “Teller of the Quarter” three times for exemplary customer service and high transaction accuracy.

- July 2013 - April 2015

Bank Teller

KeyBank – Tacoma, WA /

- Processed an average of 200 customer transactions daily, including deposits, withdrawals, wire transfers, and check cashing.
- Collaborated with branch management to meet monthly sales goals, successfully promoting savings accounts and credit products, exceeding individual targets by 25%.
- Received recognition for maintaining a 99% transaction accuracy rate and providing quick, friendly service to customers.