

(555) 987-6543

john.smith@gmail.com

Denver, CO

EDUCATION

Bachelor of Arts in Business Administration

University of Denver, United States
2021 - Now

- Relevant Coursework: Financial Accounting, Marketing Principles, Consumer Behavior, Business Communication
- Dean's List: Fall 2023, Spring 2024

Certified Customer Service Professional (CCSP)

Customer Service Institute, Certified:
June 2024

SKILLS

- Proficient in managing financial transactions with high attention to detail and accuracy.
- Adept at handling customer complaints, addressing inquiries, and fostering positive relationships.
- Experienced in recommending additional products and services to customers, boosting overall sales.
- Strong verbal and written communication abilities, fostering effective interaction with customers and team members.
- Ability to manage multiple tasks in a fast-paced environment, ensuring efficiency and quality service.

JOHN SMITH

BANK TELLER

PROFESSIONAL SUMMARY

Customer service professional with over 3 years of experience in retail and hospitality, transitioning into banking. Skilled at managing customer needs, handling transactions, and building lasting relationships. Seeking an entry-level bank teller position at Bank of America to contribute to operational efficiency, enhance customer satisfaction, and deliver service in a fast-paced environment.

EXPERIENCE

- March 2024 - Now

Customer Service Representative

Target / United States, Denver, CO

- Manage cash register operations, processed customer transactions, and balanced the till at the end of each shift, ensuring accuracy.
- Deliver customer service by addressing inquiries, resolving issues, and offering tailored recommendations, resulting in a 15% increase in repeat customer visits.
- Train and mentor new hires, educating them on cashier duties, customer service techniques, and store policies, improving team performance.
- Ensure a clean, organized work environment and maintained visual merchandising standards to drive sales.

- August 2022 - February 2024

Barista

Starbucks / United States, Denver, CO

- Delivered friendly and efficient service in a high-volume environment, managing both cash and credit card transactions accurately.
- Processed daily transactions, handled tips, and balanced cash drawer at the end of each shift, consistently meeting cash-handling accuracy targets.
- Assisted customers with product selection, made personalized recommendations, and educated them on promotions, contributing to a 10% increase in sales during peak hours.
- Maintained product quality and customer satisfaction by adhering to company standards and best practices.