

Karen Ng

Retail Relationship Banker

Professional summary

Customer-focused Retail Relationship Banker with experience delivering financial solutions to individual customers. Proven track record in cross-selling, account management, and increasing client satisfaction scores by 20%+ year-over-year.

Experience

Retail Relationship Banker

PNC Bank, United States, Chicago, IL

2020 - Now

- Opened and managed over 1,500 new personal and business accounts.
- Exceed sales goals for financial products by 18% in 2023.
- Train new bankers on client service techniques and compliance procedures.
- Recognize with “Top Performer Award” for Q4 2022.

Banking Associate

Chase Bank, Chicago, IL

2017 - 2020

- Handled deposits, withdrawals, and customer inquiries.
- Promoted to Relationship Banker within 18 months due to exceptional performance.

Education

B.S. in Finance

University of Illinois at Chicago, Graduated May 2017

Skills

Cross-selling financial products **Expert**

Client onboarding **Expert**

Regulatory compliance **Expert**

CRM software (Salesforce, FIS) **Expert**

Consumer lending knowledge **Expert**