

## Retail Associate Banker

# Sarah Collins

### PROFESSIONAL SUMMARY

Dedicated Retail Associate Banker with expertise in customer service, sales, and financial product advising. Proven ability to increase client satisfaction and cross-sell banking products, supporting branch revenue growth.

### EXPERIENCE

#### Retail Associate Banker, Chase Bank, New York, NY

June 2021 - Now

- Open and manage deposit accounts, loans, and credit cards for retail clients.
- Built strong customer relationships by providing tailored financial advice and solutions.
- Achieve 15% increase in cross-selling of bank products through needs-based selling techniques.
- Process cash transactions and ensured compliance with banking policies and regulations.

#### Customer Service Representative, Wells Fargo, New York, NY

January 2019 - May 2021

- Assisted customers with account inquiries, resolving issues promptly.
- Supported branch operations by maintaining accurate records and performing audits.
- Promoted bank products and services, contributing to a 10% increase in customer engagement.

### EDUCATION

#### Associate Degree in Business Administration, New York Community College, Graduated: May 2018

#### Certifications

- Certified Customer Service Professional (CCSP), 2024
- Anti-Money Laundering (AML) Training, 2023

### CONTACT

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### SKILLS

Customer Relationship Management (CRM)  
Expert

Financial Product Knowledge (checking, savings, loans)  
Expert

Sales and Cross-selling  
Expert

Regulatory Compliance and KYC  
Expert

Cash Handling and Transaction Processing  
Expert

Effective Communication and Problem-Solving  
Expert