

César Cabal

Senior Bank Teller

Experienced Senior Bank Teller offering 12 years of banking expertise and leadership to improve customer satisfaction and upsell banking products to increase branch revenue. Seeking to utilize extensive knowledge of consumer banking, processing deposits, withdrawals, transfers, and answering financial questions in order to build team morale and increase bank growth.

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(123) 456-7890

San Francisco, CA

[LinkedIn](#)

WORK EXPERIENCE

Bank of America

Senior Bank Teller

San Francisco, CA | 2017 - current

- Supervised and conducted teller transactions; responsible for a wide variety of routine and complex banking transactions for high volume banking operation, handling \$135K per day.
- Provide outstanding client service in receiving and paying out money and maintaining accurate records of all personal and commercial transactions. Follow customer service standards and complying with established banking policies to ensure customer satisfaction of 99% at the branch.
- Ensure operational guidelines, rules, and regulations are followed; verify account balances, cashed approved checks, and balanced cash daily. Researched discrepancies and identified errors for correction or adjustments.
- Lead a team of five tellers; responsible for all training and oversight for the team's responsibilities. Ensure team meets all upselling goals for the branch by meeting 94% of our goals, QoQ.

Popular Bank

Bank Teller

San Francisco, CA | 2012 - 2017

- Greeted customers with a positive attitude and assisted with banking needs through a thorough knowledge of banking products and best practices.
- Processed customer deposits, withdrawals, and payments accurately and without error.
- Tactfully recommended bank products that met the customers' precise needs to increase sales by 12% in one quarter.
- Processed account transfers and opened new accounts with limited supervision and a high level of accuracy.

HSBC

Bank Teller

San Francisco, CA | 2009 - 2012

- Ensure customer satisfaction with patience and a positive attitude; connected customers with account managers and loan officers to improve their customer service experience.
- Balance cash drawer and ATMs, handling \$20K+ per day, with accuracy and a high attention to detail.
- Organized 100+ customer transaction receipts on a daily basis to ensure proper fulfillment in a timely manner.
- Adhere to strict opening and closing procedures to protect employees, bank assets, and customers.

SKILLS

- Thorough
- Friendly
- Problem Solving
- Collaborative
- Customer Service
- Verbal Communication

EDUCATION

High school diploma

Gateway High School

San Francisco, CA

2004 - 2008