

TERESA CABAL

Senior Bank Teller

✉ tcabal43@email.com

☎ (123) 456-7890

📍 San Francisco, CA

🌐 [LinkedIn](#)

EDUCATION

High school diploma

Gateway High School

📅 2004 - 2008

📍 San Francisco, CA

SKILLS

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

CAREER SUMMARY

Experienced Senior Bank Teller with 12 years of banking expertise and leadership in improving customer satisfaction and upselling products to increase branch revenue. Seeking to use my knowledge of consumer banking, deposits, withdrawals, transfers, and financial nuances to build team morale and boost growth at Wells Fargo.

WORK EXPERIENCE

Senior Bank Teller

Bank of America

📅 2017 - current

📍 San Francisco, CA

- Supervised and conducted teller transactions while completing complex banking transactions for high volume banking operations, handling \$135K per day
- Executed client service in receiving and paying out money and maintaining 100% accurate personal and commercial records
- Ensured operational guidelines, rules, and regulations were followed, verifying account balances, cashed approved checks, and balancing daily cash
- Led a team of 5 tellers, training in upselling goals, and meeting 94% of goals every quarter

Bank Teller

Popular Bank

📅 2012 - 2017

📍 San Francisco, CA

- Engaged and assisted customers with banking needs via knowledge of banking products and best practices
- Processed 55+ daily customer deposits, withdrawals, and payments
- Recommended bank products that met the customers' needs to increase sales by 12% in one quarter
- Processed account transfers and opened 79 new accounts with limited supervision and a high level of accuracy

Bank Teller

HSBC

📅 2009 - 2012

📍 San Francisco, CA

- Ensured customer satisfaction by connecting with account managers and loan officers to improve their customer service experience
- Balanced cash drawer and ATMs, handling \$23K+ per day, with 100% accuracy and attention to detail
- Organized 90+ customer transaction receipts 5 days per week to ensure timely fulfillment
- Prioritized strict opening and closing procedures to protect 18 employees, bank assets, and customers