SOPHIA FOSTER

Wells Fargo Bank Teller

✉ s.foster@email.com

📞 (123) 456-7890

📍 Philadelphia, PA

in LinkedIn

EDUCATION

Bachelor of Science

Finance

University of Pennsylvania

📅 2012 - 2016

📍 Philadelphia, PA

SKILLS

- Microsoft Dynamics 365
- Fiserv DNA
- QuickBooks
- Adobe Acrobat
- NCR Aloha
- Diebold Nixdorf Vynamic
- Jumio
- Glory Currency Counters
- Wolters Kluwer ComplianceOne
- Microsoft Outlook

CAREER OBJECTIVE

Dedicated and detail-oriented professional with experience in banking, cashiering, and customer service. Seeking a bank teller position at Wells Fargo to leverage my skills and provide excellent financial services to customers.

WORK EXPERIENCE

Bank Cashier

Citizens Bank

📅 2019 - current   📍 Philadelphia, PA

- Managed daily cash transactions, maintaining a cash drawer that consistently reflected over 99% accuracy
- Assisted customers with account inquiries and resolved issues promptly, ensuring high customer satisfaction
- Collaborated with team members to ensure smooth branch operations, improving teamwork efficiency by 25% with Jumio and Microsoft Outlook
- Supported customers in opening new accounts and guided them through the process, ***acquiring 34% new customers*** in the first quarter
- Resolved account discrepancies while ensuring a 98% reduction in fraudulent activities

Customer Service Representative

Comcast

📅 2016 - 2019   📍 Philadelphia, PA

- Provided outstanding customer service, addressing inquiries and resolving issues for cable and internet customers, maintaining a satisfaction rate of 98%
- Utilized effective communication skills to handle customer complaints, resulting in a ***47% decrease in escalations***
- Used Microsoft Outlook for email correspondence and scheduling appointments, reducing appointment clashes by 96%
- Processed over 53 customer service requests daily, consistently meeting and exceeding call center metrics
- Communicated complex technical solutions using Wolters Kluwer ComplianceOne, which reduced customer confusion by 41%