



Sarah Collins

Bank Customer Service Representative

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LinkedIn

Banking Professional With Expertise in Customer Account Management

Customer-focused banking professional with three years of experience assisting clients with financial transactions, resolving account issues, and maintaining legal compliance.

Professional Experience

- | | | |
|-----------------------|---|---|
| July 2021 - Present | Bank Customer Service Representative | <i>First National Bank City, ST</i> |
| | <ul style="list-style-type: none">Assisted customers with deposits, withdrawals, and account inquiries, reducing transaction errors by 30%Educated clients on banking products and services, increasing new account openings by 25%Process loan applications and ensure compliance with financial regulations | |
| June 2019 - July 2021 | Teller | <i>Regional Credit Union City, ST</i> |
| | <ul style="list-style-type: none">Managed daily transactions, balancing cash drawers with 100% accuracyFound and reported potential fraudulent activities, enhancing security measuresProvided personalized customer service, maintaining a 95% satisfaction rating | |

Key Skills

Account management	<div style="width: 100%; height: 10px; background-color: #4a4a8a;"></div>	Financial transactions and cash handling	<div style="width: 100%; height: 10px; background-color: #4a4a8a;"></div>
Fraud prevention and compliance	<div style="width: 80%; height: 10px; background-color: #4a4a8a;"></div>	Customer relationship building	<div style="width: 85%; height: 10px; background-color: #4a4a8a;"></div>
Loan processing assistance	<div style="width: 60%; height: 10px; background-color: #4a4a8a;"></div>		

Education

Bachelor of Business Administration in Finance

University of Texas | 2019