**Customer Service Resume For Bank**



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### **Objective**

Dynamic and attentive professional seeking a customer service role at Springfield Community Bank. Armed with excellent communication skills, familiarity with financial software, and a commitment to resolving customer issues effectively to enhance overall satisfaction and loyalty.

### **Education**

**Bachelor of Science in Business Administration**University of Illinois, Springfield, IL
September 2016 - May 2020

* Concentration: Financial Services
* GPA: 3.6
* Relevant Courses: Corporate Finance, Advanced Communication Skills, Banking Fundamentals

### **Work Experience**

**Client Service Associate**Central Illinois Bank, Springfield, IL
July 2020 - Present

* Respond to up to 70 customer inquiries per day, concerning account information, discrepancies, and queries with a maintained customer satisfaction rate of 99%.
* Spearheaded an initiative to collect and analyze customer feedback, enhancing customer service procedures by 25%.
* Mentored and guided 8 new employees, familiarizing them with customer service protocols and the bank’s systems.

**Banking Assistant (Intern)**Heritage Bank, Springfield, IL
May 2019 - August 2019

* Performed daily banking transactions for customers, such as account deposits, withdrawals, and transfers, with a focus on speed and accuracy.
* Proactively identified opportunities to recommend banking products and services, resulting in a 10% uptick in up-sells.
* Awarded "Intern of the Month" for exceptional customer service and teamwork.

### **Skills**

* **Technical Skills:** Proficient with Microsoft Office Suite, banking platforms (e.g., Temenos T24, Oracle Flexcube), and adept at quick data processing.
* **Communication Skills:** Strong oral and written communication skills, capable of explaining complex information in an understandable way.
* **Problem-solving:** Skilled at diagnosing issues and formulating effective solutions promptly.
* **Customer Engagement:** Excellent at establishing and maintaining warm, professional relationships with customers.

### **Certifications**

* **Certified Bank Teller (CBT)**Banking Certification Institute, August 2020

### **Professional Affiliations**

* **Member, American Bankers Association**Since February 2021

### **Languages**

* English (Native)
* French (Basic)