

# Customer Service Resume For Bank

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## Jane Smith

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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)