

# Robert Ortiz

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## Profile

- A head bank teller with seven years of professional experience specializing in operations management, retail banking, and regulatory compliance. A proven track record of building and managing diverse teams and identifying opportunities to improve teller operations.

## Education

- Bachelor of Business Administration (B.B.A) | UNIVERSITY OF SAN DIEGO, San Diego, CA | 2017

## Certifications

- Certified Bank Teller, American Bankers Association | 2017

## Key Skills

- Operations management
- Team leadership
- Personal banking
- Customer service
- Financial services

## Professional Experience

### HEAD BANK TELLER | WELLS FARGO, SAN DIEGO, CA | MAY 2019 – PRESENT

- Manage, train, and develop a team of 12 junior tellers, provide coaching and mentorship to enhance performance, and ensure compliance with banking policies, regulations, and procedures, contributing to an 18% reduction in transaction errors
- Oversee daily transactions for personal and commercial accounts totaling over \$200,000 and maintain a 100% accuracy rate in balancing cash drawers
- Serve as the point of contact for escalated customer issues, identify appropriate banking solutions, and achieve a 92% customer satisfaction score on surveys

### HEAD BANK TELLER | CITIZEN'S BANK, SAN DIEGO, CA | JUNE 2017 – MAY 2019

- Coordinated daily teller operations, which included managing staff scheduling, ensuring compliance with banking policies, and maintaining the accuracy of customer transactions
- Supervised a team of 10 bank tellers and provided guidance to enhance customer service skills and banking knowledge, contributing to a 14% increase in satisfaction scores