

# Melissa Anderson

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## Profile

- A senior bank teller with 10 years of professional experience, specializing in teller operations, team management, cross-selling, and process improvement. A strong history of leading frontline teams to deliver exceptional service to banking customers.

## Education

- Bachelor of Business Administration (B.B.A) | UNIVERSITY OF SYRACUSE, New York, NY | 2014

## Certifications

- Certified Bank Teller, American Bankers Association | 2014

## Key Skills

- Teller operations
- Team leadership
- Retail banking
- Customer service
- Financial services

## Professional Experience

### SENIOR BANK TELLER | TD BANK, NEW YORK, NY | FEBRUARY 2018 – PRESENT

- Lead a team of 15 junior tellers and provide training and coaching on sales best practices, contributing to a 16% increase in new account enrollments for the branch
- Collaborate with the branch manager to enhance the effectiveness of daily banking operations and ensure compliance with productivity targets
- Successfully resolve up to 25 escalated customer issues per day and recommend banking solutions to generate referrals for personal bankers

### SENIOR BANK TELLER | CAPITAL ONE | JUNE 2014 – FEBRUARY 2018

- Managed all aspects of daily teller operations, identified timely resolutions to escalated issues, and spearheaded process improvement initiatives to reduce procedural errors and improve average transaction speed by 12%
- Oversaw a team of eight junior tellers, delivered training on banking policies and standard operating procedures, and established an inclusive work environment