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# JAMES SMITH

**Experienced Banking Professional Dedicated to Exceptional Customer Experiences**

Banking expert with five years of experience in assisting clients with account management, resolving disputes, and upselling financial products. Proven ability to meet sales targets while maintaining high customer satisfaction.

## KEY SKILLS

- Banking and financial services
- Account management and reconciliation
- Fraud prevention and resolution
- Cross-selling financial products
- Regulatory compliance

## EDUCATION

Bachelor of Science in Finance

University of State, City, ST  
May 2017

## PROFESSIONAL EXPERIENCE

**Bank Customer Service Representative | First National Bank, City, ST**  
June 2019 to present

- Processed 50+ client transactions daily, maintaining a 99% accuracy rate and ensuring compliance with regulatory standards
- Upsold credit cards and loan products, contributing to a 15% increase in branch revenue in 2022
- Reduced average dispute resolution time by 25% through the development of a streamlined process

**Teller, Citywide Credit Union | City, ST**  
August 2017 – June 2019

- Assisted customers with account inquiries and cash transactions, maintaining a 98% satisfaction rate
- Identified fraudulent activity in accounts, saving the institution \$25,000 annually
- Trained new hires in operational procedures, reducing onboarding time by 20%