

SAYURI GANSKY

Head Teller

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(151) 406-8684

123 Main St, Des Moines, IA 50309



PROFILE

Dedicated Head Teller with 2 years of experience in overseeing daily banking operations, managing teller teams, and ensuring exceptional customer service. Proficient in cash handling, balancing, and reporting, as well as training and mentoring staff. Demonstrates strong leadership, communication, and problem-solving skills to drive efficiency and accuracy in fast-paced banking environments.

LINKS

[linkedin.com/in/sayurigansky](https://www.linkedin.com/in/sayurigansky)

SKILLS

Cash handling

Customer service

Supervision

Microsoft Excel

Problem-solving

Time management

Fraud detection

LANGUAGES

English

Dutch

HOBBIES

Collecting rare coins

Painting landscapes

Playing the guitar

EMPLOYMENT HISTORY

● Head Teller at Wells Fargo, IA

Mar 2023 - Present

- Successfully managed a team of 12 tellers, resulting in a 98% customer satisfaction rating and a 15% increase in cross-selling of bank products and services within one year.
- Streamlined cash handling procedures, reducing cash discrepancies by 40% and improving the efficiency of daily cash balancing by 25%.
- Implemented a new employee training program, reducing teller errors by 30% and increasing overall productivity by 20%.
- Led the branch in achieving the highest audit score within the region, with a 95% compliance rate in adhering to bank policies and regulations.

● Assistant Head Teller at U.S. Bank, IA

Sep 2021 - Jan 2023

- Successfully managed a team of 5 tellers, resulting in a 25% increase in overall customer satisfaction and 10% reduction in transaction errors within the first year of employment.
- Implemented a new training program for incoming tellers, which led to a 30% decrease in onboarding time and an increase in new hire retention rate by 15%.
- Streamlined the branch's cash handling and balancing procedures, reducing cash discrepancies by 40% and improving end-of-day reconciliation efficiency by 20%.

EDUCATION

Associate of Applied Science in Banking and Finance at Des Moines Area Community College, Ankeny, IA

Sep 2017 - May 2021

Relevant Coursework: Financial Accounting, Business Statistics, Microeconomics, Macroeconomics, Financial Management, Investments, Commercial & Consumer Lending, Bank Operations, and Risk Management.

CERTIFICATES

Certified Bank Teller (CBT)

Apr 2022

Certified Financial Services Security Professional (CFSSP)

Aug 2020