

# Eliska Ahluwalia

Lead Teller

## Profile

A highly detail-oriented and dedicated Lead Teller with 2 years of experience in managing daily bank operations, ensuring accurate transaction processing, and providing exceptional customer service. Proficient in cash handling, balancing, and monitoring teller performance while adhering to regulatory compliance standards. Adept at fostering strong client relationships and leading a team to achieve operational excellence.

## Employment History

### Lead Teller at Wells Fargo, TX

Mar 2023 - Present

- Successfully managed a team of 6 tellers, resulting in a 15% increase in overall efficiency and a 10% reduction in transaction errors.
- Implemented new cash handling procedures that reduced cash discrepancies by 25% and increased vault security.
- Led the branch in cross-selling products and services, achieving a 20% increase in new account openings and contributing to a 30% growth in revenue.
- Developed and conducted training programs for new and existing tellers, which improved teller performance by 18% and reduced employee turnover by 12%.

### Teller Supervisor at Bank of America, TX

Aug 2021 - Feb 2023

- Successfully managed a team of 8 tellers, reducing error rates by 15% and improving overall customer satisfaction scores by 10% within a year.
- Implemented a new cross-selling strategy that increased the branch's sales of financial products by 20% in 6 months, resulting in over \$1 million in additional revenue.
- Streamlined the branch's cash handling procedures, reducing cash discrepancies by 25% and improving teller efficiency by 12% over a 9-month period.

## Education

### Associate of Applied Science in Banking and Finance at Lone Star College, Houston, TX

Aug 2017 - May 2021

Relevant Coursework: Financial Accounting, Managerial Accounting, Business Law, Macroeconomics, Microeconomics, Financial Management, Banking Operations, Financial Analysis, Risk Management, and Investment Strategies.

## Certificates

### Certified Bank Teller (CBT)

Feb 2022

## Details

[eliska.ahluwalia@gmail.com](mailto:eliska.ahluwalia@gmail.com)

(952) 091-5206

1234 Lone Star Lane, Austin, TX 78701

## Links

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

## Skills

Cash handling

Customer service

Fraud detection

Time management

Conflict resolution

Team leadership

Microsoft Office

## Languages

English

Portuguese

## Hobbies

Photography

Gardening

Painting