

# Ida Arensberg

Retail Banker

✉ [ida.arensberg@gmail.com](mailto:ida.arensberg@gmail.com)  
☎ (304) 606-1740  
📍 1234 Prairie Lane, Bismarck, ND 58501

## EDUCATION

**Associate of Applied Science in Banking and Finance at North Dakota State College of Science, Wahpeton, ND**  
Sep 2018 - May 2022

Relevant Coursework: Fundamentals of Banking, Financial Accounting, Macroeconomics, Business Statistics, Financial Management, Risk Management, Investments, and Ethics in Finance.

## LINKS

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

## SKILLS

- Cash handling
- Customer service
- Salesmanship
- Risk assessment
- Financial analysis
- Cross-selling
- CRM software

## LANGUAGES

- English
- Japanese

## HOBBIES

Financial market analysis

## PROFILE

Dedicated Retail Banker with 1 year of experience in providing exceptional customer service, managing client accounts, and driving sales within the banking industry. Proficient in financial transactions, cross-selling banking products, and assessing customer needs to recommend tailored solutions. Strong interpersonal skills and adaptability to fast-paced environments. Committed to leveraging banking knowledge to foster customer satisfaction and contribute to organizational success.

## EMPLOYMENT HISTORY

### ● Retail Banker at Bank of North Dakota, ND

Apr 2023 - Present

- Successfully increased the bank's customer base by 15% within one year through targeted marketing efforts, proactive relationship building, and providing personalized financial solutions.
- Exceeded annual sales targets by 20% in 2019 by effectively cross-selling banking products and services to new and existing customers, resulting in an additional \$5 million in revenue for Bank of North Dakota, ND.
- Reduced customer wait times by 25% and improved overall customer satisfaction by 10% through the implementation of a streamlined customer service process and efficient queue management system.
- Led a team of 8 retail bankers to achieve the highest quarterly performance rating in the region for two consecutive quarters, contributing to the bank's overall growth and success in the North Dakota market.

### ● Assistant Retail Banker at Gate City Bank, ND

Aug 2022 - Mar 2023

- Successfully increased the number of new accounts opened by 20% within the first year of employment, contributing significantly to Gate City Bank's growth in the North Dakota market.
- Implemented a customer relationship management system that led to a 15% increase in cross-selling opportunities and a 10% improvement in customer retention rates.
- Streamlined the loan application process, resulting in a 25% reduction in processing time and a 30% increase in loan approvals for customers.
- Developed and delivered training programs for new hires, increasing their productivity by 40% within the first three months of employment, and reducing employee turnover by 15%.

## CERTIFICATES

### Certified Retail Banker (CRB)

Sep 2021

### National Retail Banking Certification (NRBC)

Jun 2020

## MEMBERSHIPS