

Rainy Font

Teller Supervisor

Profile

Teller Supervisor with 2 years of experience in managing daily teller operations, ensuring efficient and accurate transaction processing, and providing excellent customer service. Proficient in staff training, cash handling, and risk management. Demonstrated ability to lead a team, streamline processes, and foster a positive work environment. Committed to maintaining compliance with banking regulations and upholding the highest standards of integrity and professionalism.

Employment History

Teller Supervisor at Arvest Bank, AR

May 2023 - Present

- Successfully managed a team of 8 tellers, resulting in a 15% increase in customer satisfaction ratings and a 10% reduction in transaction errors over a 12-month period.
- Streamlined the teller training process, reducing onboarding time by 20% and leading to a 30% increase in new teller efficiency within their first three months on the job.
- Implemented a new cash handling procedure, which decreased cash discrepancies by 25% and improved overall branch audit scores by 18%.

Assistant Teller Supervisor at Centennial Bank, AR

Jul 2021 - Mar 2023

- Successfully managed a team of 5 tellers, resulting in a 15% increase in overall productivity and a 20% decrease in transaction errors over a one-year period.
- Implemented an improved training program for new tellers, reducing onboarding time by 25% and increasing new teller accuracy by 30%.
- Consistently met or exceeded monthly sales goals for bank products and services, including a record-breaking month where the team achieved 120% of the target goal.
- Streamlined daily cash reconciliation process, reducing end-of-day balancing time by 40% and decreasing cash discrepancies by 50%.

Education

Associate of Applied Science in Banking and Finance at University of Arkansas at Little Rock, AR

Sep 2017 - May 2021

Relevant Coursework: Financial Accounting, Managerial Accounting, Business Law, Economics, Money & Banking, Corporate Finance, Financial Markets, Risk Management, and Personal Finance.

Certificates

Certified Bank Teller (CBT)

Dec 2021

Details

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123 Oak Street, Little Rock, AR 72201

Links

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

Skills

Cash handling

Customer service

Time management

Conflict resolution

Team leadership

Microsoft Office

Fraud detection

Languages

English

Urdu

Hobbies

1. Photography: Capturing and editing images to create visually stunning memories and artwork.
2. Gardening: Cultivating and maintaining plants, flowers, and vegetables for relaxation and personal enjoyment.
3. Pottery: Creating and designing ceramic pieces for functional