

# Moira Sandrick

Universal Banker

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## EDUCATION

### Associate of Applied Science in Banking and Finance at Minnesota State Community and Technical College, Fergus Falls, MN

Sep 2017 - May 2022

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

## LINKS

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

## SKILLS

Cross-selling

Risk assessment

Customer relations

Financial analysis

Cash handling

Digital banking platforms (e.g., QuickBooks, Zelle)

Regulatory compliance

## LANGUAGES

English

German

## HOBBIES

## PROFILE

Dedicated Universal Banker with 1 year of experience in providing exceptional financial services and support to clients. Proficient in account management, cross-selling banking products, and ensuring customer satisfaction. Demonstrates strong problem-solving skills and the ability to adapt to a fast-paced work environment. Committed to maintaining confidentiality and building long-lasting client relationships.

## EMPLOYMENT HISTORY

### ● Universal Banker at Wells Fargo, MN

Feb 2023 - Present

- Successfully increased the branch's deposit base by 15% within a year, through proactive client engagement and promoting suitable banking products to new and existing customers.
- Efficiently handled a daily transaction volume of over \$50,000 by providing accurate and timely services, resulting in a 95% customer satisfaction rating.
- Cross-sold financial products and services to 20 clients per month on average, contributing to an overall 30% increase in branch sales revenue over the course of the year.

### ● Universal Banker I at U.S. Bank, MN

Sep 2022 - Jan 2023

- Successfully cross-sold banking products and services to 75+ customers, resulting in a 30% increase in new accounts and a 25% increase in credit card applications.
- Efficiently managed a portfolio of over 250 clients, providing personalized financial solutions and maintaining a customer satisfaction rate of 95%.
- Assisted in the training and onboarding of 10 new Universal Banker I employees, improving the overall productivity and efficiency of the branch by 20%.
- Consistently met or exceeded monthly sales goals for 12 consecutive months, contributing to a 15% growth in branch revenue and earning recognition as a top performer within the MN region.

## CERTIFICATES

### Certified Banking & Credit Analyst (CBCA)

Nov 2021

### National Retail Banking Certification (NRBC)

Nov 2020

## MEMBERSHIPS

### Consumer Bankers Association (CBA)

### American Bankers Association (ABA)