**Personal Banker Resume Sample**

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|  | **John Doe** |  |
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❖❖ **PERSONAL BANKER** ❖❖

**Summary:** Diplomatic and results driven personal banker with 7+ years of experience in customer relation expansion, monitoring account influx, exceeding sales sales targets by providing exceptional customer service. NMLS registered.

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| **CORE COMPETENCIES** |
| • Retail Banking | • Needs Assessment | • Sales/Cross-selling |
| • Customer Counseling | • Mortgage Sales | • Outbound Sales |
| • Strategic Analysis | • Cash Handling | • Banking Products |
| • Profiling Tools | • Relationships Development | • Portfolio Management |

**PROFESSIONAL EXPERIENCE**

**Personal Banker**| BANK OF AMERICA, Chester, PA | 2010 – Present

• Provide full range of financial services to clients based on evaluation of their financial needs
• Devise and implement strategies to enhance loan selling
• Fulfill daily, weekly and monthly sale targets and referral goals
• Maintain highest standards of customer services, personal banking and SAFE mortgage Licensing requirements
• Identify cross-sell opportunities and use the same proactively
• Determine customer’s financial needs and offer them with appropriate schemes and packages

**Key Accomplishments**
• Reconciled $50000 cash discrepancy that was two years old
• Revitalized sales in traditional bank products and mortgage services
• Developed an effective channel of partners that resulted in achieving the top three client’s 100% financial services business

**Banking Associate**| CITIZENS BANK, Chester, PA | 2006 – 2010

• Compiled new customer’s application information for account opening
• Maintained upgraded knowledge of the available bank services and product offers
• Assisted bank personnel in resolving account discrepancies
• Handled consumer loan origination, account opening and tracking sales progress
• Utilized all available sources in expanding client base, optimizing customer’s banking experience and developing consumer friendly financing projects

**Key Accomplishments**
• Increased 150+ new accounts to the branch during first three months utilizing effective referral pools and customer service strategies
• Brought in 4 major client accounts with substantial monetary value through sound referrals

**EDUCATION**
STATE UNIVERSITY, Chester, PA – 2006
Bachelor’s Degree in Business Administration (Finance)

**TECHNICAL SKILLS**
• MS Office Applications
• Banking Software