

# Jane Smith

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## PROFESSIONAL SUMMARY

- Loyal management professional with 16+ years of professional experience at the same organization. Demonstrated upward mobility within organization by offering conscientious, detail-oriented, efficient and effective policies, procedures while meeting client service goals.

## PROFESSIONAL EXPERIENCE

### Branch Manager

2015-2020

Richmond County Savings Bank: Division of New York Community Bank, Staten Island, New York

- Supervised a staff of 7 service representatives ensuring employee training and adherence to company policies, procedures and guidelines
- Played an integral role in the development of the Departmental Procedures Manual
- Conducted on-going customer service training classes for reception service staff
- Collaborated with several General Service departments to ensure clients received quality service

### Assistant Branch Manager

2011-2015

Garden State Community Bank: Division of New York, Toms River, New Jersey

- Achieved revenue and customer-retention goals while increasing client profitability through relationship building, outstanding service delivery, selling, and referral development
- Coached and supervised a team of managers and administrative assistants to promote on-site cohesion, team building, and professional development
- Opened new banking accounts, including savings, checking and joint accounts
- Screened, interviewed and recommended potential applicants to staff in accordance with Human Resource standards and preferred requirements

### Teller/Head Teller

2004-2011

Richmond County Savings Bank: Division of New York Community Bank, Staten Island, New York

- Received checking and savings deposits and withdrawals
- Verified cash, received proper identification for cash back, and issued receipts of deposit
- Examined checks; deposited and determined proper funds availability based on bank and regulations
- Answered basic customer inquiries regarding interest rates, service charges, and accounts
- Issued money orders, cashier's checks, certified checks and travelers checks
- Bought and sold currency from the vault as necessary
- Maintained security of teller station including keys, combinations, cash drawers, and teller work
- Protected customer privacy and confidentiality
- Balanced teller drawer daily, including periodic batching of cashed checks

## EDUCATION

- Bachelor of Science in Finance**, Eastern New Mexico University, NM May 2003
- Overall GPA: 3.5

## CERTIFICATIONS/TRAININGS

- Certified Notary Public, State of New Jersey/New York
- In-Bank Management Development and Team Training, American Banking Association
- Customer Service and Ethics Training, American Banking Association

## VOLUNTEER

- **Treasurer** -Parent Teacher Organization- Apshawa High School, Pomton, N.J. 2014-2018
- **Speaker**- Personal Finance- Apshawa High School, Pomton, N.J. 2010-2020