**Peter B. Hansen**

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**Career Summary:**

Certified, well-experienced, and professionally sound Bank Teller with strong background in banking business. Familiar with the banking procedures, including maintenance of cash drawers, understanding customer problems, and resolving with appropriate solutions. Capable of giving suggestions to meet client needs by complying with bank procedures. Good in time-management, and powerful communicator.

**Summary of Skills:**

* Adept at processing bank transactions and comprehensive knowledge of cash handling procedures
* Capable of accurately and efficiently handling transactions by following bank policies, and procedures
* In-depth information about cash drawer maintenance, petty cash management, and ledger balancing records
* Expertise in operating banking software, computer applications like MS office, and answering customer queries on the website or via mail
* Ability to pay attention to details, and exceptional mathematical skills
* Team player with excellent organizational skills
* Strong interpersonal and communication skills

**Work Experience:**

Bank Teller

Fidelity Bank, Indiana, PA

November 2016 – Present

* Providing exceptional customer service for all the inquiries by giving straightforward and clear answers to the questions for maximum satisfaction
* Performing various duties like regularly processing teller transactions, accepting safe deposit checks, loan repayments after checking authorized signature
* Answering customer doubts, recognizing their needs, and making necessary referrals when required
* Efficiently maintaining responsibility of handling cash drawer, and following proper banking procedures
* Engaging in customer interactions to understand their financial requirements, and educating them about the bank's products/services
* Helping individual customers and corporate clients meet their financial goals by managing routine transactions, including deposits, withdrawals, loan payments and online transactions
* Assisting team to solve transaction discrepancies by preparing monthly reports

Bank Teller

Zions Bank, Indiana, PA

April 2013 – October 2016

* Took responsibility to accurately process debit and card transactions by following the bank procedures
* Provided information and guidance to various customers regarding the bank's policies and procedures
* Performed various customer services duties, including answering routine questions on call, mail and in person along with the relationship manager
* Resolved customer issues regarding transfers, withdrawals, and net banking transactions by taking personal action or referring it to senior managers
* Constantly exceeded sales goals in each quarter by 6% or more by giving accurate information about bank products as per the customer's need
* Greeted and guided customers to the right department of the bank after understanding their issues

Cashier

Shopko Center, Indiana, PA

August 2011 – March 2013

* Scanned purchased goods by customers and collected payments via cash, card or credit transactions
* Counted total amount in the cash drawer at the beginning and end of the shift to ensure there is enough change at the counter
* Provided support to the front team by performing various functions, including assisting customers with the checkout process, bagging groceries, and handling customer service desk as required
* Entered customer transactions in the cash register, and provided accurate bill receipts
* Assisted customers with their shopping needs by answering inquiries, and resolving complaints
* Maintained a clean and well-organized shopping environment by regularly changing tapes, discount boards, and completed sweeping logs

**Education:**

* Bachelor's Degree in Accounting  
  Indiana University of Pennsylvania, Indiana, PA   
  2011

**Certifications:**

* Certified Bank Teller  
  American Bankers Association, Indiana, PA   
  2013

**Reference:**

On request.