

Michael Ryan

1 Main Street, New Cityland, CA 91010

Home: (555) 322-7337 | Cell: 000-000-0000

example-email@example.com

Summary

Proficient Head Teller offering speed accuracy and mathematical skills. Exceptionally customer and service-oriented. Practiced team leader with strong training administrative and supervisory abilities.

Highlights

- Sales coaching
- Team leadership
- Personnel development
- Scheduling
- Deadline-oriented
- Financial administration
- Regulatory understanding
- Customer service
- Able to thrive under pressure
- Highly accurate

Experience**Head Teller**

8/1/2010 - Current

Foley Financial

New Cityland, CA

- Oversee compliance with money handling and safety deposit box procedures.
- Ensure security measures are followed at all times.
- Mentor new tellers on sales techniques regulations and bank procedures.
- Reconcile daily batches and resolve variances.
- Supervise teller line continuously improve performance and maximize sales opportunities.

Head Teller

2/1/2007 - 7/1/2010

Granite Bank

New Cityland, CA

- Managed opening and closing times for the main branch.
- Reduced error rate 30% by increasing oversight and accountability.
- Created new tracking documents and employee procedural checklists.
- Worked with employees to improve working conditions and increase retention.
- Implemented sales contests that grew total revenue more than 10% in only three months.

Head Teller

10/1/2003 - 1/1/2007

New Cityland Community Credit Union

New Cityland, CA

- Cultivated efficient and highly productive team of tellers.
- Improved productivity 20% through process improvements.

- Maximized retention through initiatives aimed at increasing employee morale.
- Scheduled employee shifts and handled questions regarding policies.
- Maintained up-to-date knowledge of banking and employment regulations.

Education

Bachelor of Science - Business

2003

University of California

New Cityland, CA

Concentration in Administration