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| Emily Johnson | | |
| Summary  Accomplished Senior Bank Teller with over 10 years of experience in managing high-volume banking transactions and leading teller teams. Expertise in customer relationship management and operational efficiency, consistently achieving branch goals.  Work Experience  **Senior Bank Teller Jan 2018 – Present**  National Bank of Commerce Los Angeles, CA   * Lead a team of 5 tellers, ensuring adherence to compliance and operational procedures, resulting in a 30% reduction in discrepancies. * Increased branch sales by 25% through the implementation of new promotional strategies and enhanced customer engagement.   **Bank Teller Supervisor Aug 2013 – Dec 2017**  Metro Credit Union Los Angeles, CA   * Supervised daily operations of the teller line, improving transaction efficiency by 40%. * Developed and executed training programs for new tellers, enhancing service quality and operational knowledge.   Education Bachelor of Arts: Finance Jan 2012 *University of California, Los Angeles**Los Angeles, CA*  certifications   * Certified Financial Services Counselor – Institute of Financial Education – 2015 | Contact  (555) 654-3210  emily.johnson@example.com  Los Angeles, CA 90001  Skills  Leadership  Advanced Cash Handling  Risk Management  Team Training  Customer Service Excellence  Sales and Promotions  Regulatory Compliance  Process Improvement  Data Analysis |