

# TIA HAMMER

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**OBJECTIVE: To participate in a formal Bank Management Trainee Program**

## PROFESSIONAL SKILLS

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- ◆ Strong computer skills, specifically relating to banking software systems
- ◆ Excellent customer service and communication skills
- ◆ Able to quickly adapt to new situations and systems
- ◆ Proficient in Microsoft Word, Excel and PowerPoint

## PROFESSIONAL EXPERIENCE

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- ◆ **Wells Fargo Bank, St. Paul, MN** 2002 – present  
Teller
  - Received President's Award for Outstanding Customer Service
  - Processed customer transactions efficiently and effectively
  - Assisted with vault operations
  - Provided prompt, courteous service to customers
  - Served as a mentor to 20 new tellers
  - Worked well as a team member and assisted branch manager with special projects
  
- ◆ **U.S. Bank, Minneapolis, MN** 2001 – 2002  
Teller
  - Began as part-time teller and hired as a full-time teller within 3 months
  - Handled customer transactions in drive-up and lobby facilities
  - Supervisors recognized my excellent attention to detail and accuracy
  
- ◆ Various customer service positions held prior to bank experience (retail sales, wait staff, and pizza delivery)

## EDUCATION

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St. Paul Technical College, St. Paul, MN  
Certificate in Banking and Finance

American Institute of Banking  
Workshops and seminars including: Principles of Banking, Customer Service, and Consumer Loans

## REFERENCES

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Available upon request