

TIA HAMMER

1548 Marshall Street
St. Paul, MN 55104
651-888-9999
tia002@email.com

OBJECTIVE: To participate in a formal Bank Management Trainee Program

PROFESSIONAL SKILLS

- ◆ 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

- ◆ **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

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

Available upon request