

## **TIA HAMMER**

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651-888-9999

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### **SUMMARY**

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Self-motivated individual with over 10 years experience in banking environments. Adept at prioritizing and completing tasks to meet customer needs. Good Communicator with strong computer skills.

### **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

*Adapted from: <http://www1.umn.edu/ohr/careerdev/resources/resume/samples.html>*