

Nathan Rodriguez

Bank Teller

CONTACT INFO

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- Detail-oriented professional with 3+ years in high-volume retail cash handling and customer service experience
- Processed 200+ daily transactions with 99.9% accuracy rate while maintaining excellent customer relationships
- Eager to bring strong numerical skills, bilingual abilities, and customer focus to First National Bank's teller team

WORK EXPERIENCE

Target Corporation

MARCH 2022 - PRESENT

Senior Cashier

- Process 200+ cash, credit, and check transactions daily with 99.9% drawer accuracy across 8-hour shifts
- Identified and prevented 5 fraudulent check attempts, saving store \$3,200 in potential losses
- Trained 8 new cashiers on POS systems, cash handling procedures, and customer service protocols
- Resolved customer disputes calmly and professionally, maintaining 96% satisfaction rating on service surveys

Verizon Wireless

JUNE 2021 - FEBRUARY 2022

Customer Service Representative

- Managed customer accounts and processed payments totaling \$15,000+ daily using proprietary software systems
- Explained complex billing statements and service plans to diverse customer base with 94% first-call resolution rate
- Cross-sold additional services resulting in 15% increase in monthly revenue for location
- Maintained strict confidentiality protocols for customer personal and financial information

Safeway Grocery

SEPTEMBER 2020 - MAY 2021

Part-time Cashier

- Handled cash register operations during high-volume periods including weekends and holidays
- Balanced daily cash drawer with zero discrepancies over 8-month employment period
- Assisted customers with WIC and EBT transactions requiring attention to federal compliance guidelines
- Covered multiple store locations when needed, demonstrating reliability and adaptability

EDUCATION

Phoenix Community College

GRADUATION: MAY 2024

Associate of Applied Science in Business Administration

Relevant Coursework: Financial Accounting, Business Statistics, Customer Relations Management, Business Mathematics

Dean's List: Fall 2023, Spring 2024

ADDITIONAL TRAINING

Certificate in Customer Service Excellence

AUGUST 2023

Coursera

Microsoft Excel Fundamentals

SEPTEMBER 2023

LinkedIn Learning

TECHNICAL SKILLS

Cash handling and drawer balancing

10-key calculator proficiency (9,500 KPH)

Banking software

Extensive POS system experience, ready to learn bank-specific platforms

Microsoft Office Suite

Excel, Word, Outlook

CORE
COMPETENCIES

Mathematical accuracy and mental arithmetic

Fraud detection and loss prevention awareness

Cross-selling and customer needs assessment

Bilingual communication (Spanish-English)

AWARDS &
RECOGNITION

Employee of the Month

SEPTEMBER 2023

Target Corporation

- Recognized for maintaining 100% cash drawer accuracy over 4-month period
- Praised for exceptional customer service during back-to-school rush season

Academic Excellence in Business Mathematics

2023

Phoenix Community College

- Awarded for achieving highest grade in Financial Mathematics and Statistics courses

Perfect Attendance Recognition

2022-2023

Target Corporation

- Maintained perfect attendance record while completing evening college coursework

CERTIFICATIONS

Customer Service Excellence Certificate

2023

Coursera

Financial Literacy Educator Certification

2024

NEFE

Microsoft Excel Fundamentals Certificate

2023

LinkedIn Learning