

**Brooke Smith**  
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## Profile

Banking professional with over 10 years of experience seeking a new and challenging role. Experience in many areas of the banking world, including bank telling, management, personal banking and corporate banking. Passionate about supporting customer needs and providing expert service.

## Professional Experience

### **Bank Teller, Cleveland Municipal Bank, Cleveland, OH**

*June 2012 - Present*

- Greet customers and listen to needs regarding financial solutions
- Handle customer requests quickly and efficiently, including cashing checks and money orders, depositing and withdrawing cash, checking account balances and providing account information
- Provide advice based on bank practices and personal knowledge about accounts, credit cards and loan payments
- Educate clients about additional banking products available, including certificates of deposit and personal loans
- Partner with personal bankers to refer clients in need of credit cards, loans and other financial tools

### **Junior Bank Teller, Wickliffe Bank, Wickliffe, OH**

*July 2009 - June 2012*

- Assisted bank tellers with processing financial products, including cashing checks and money orders
- Promoted banking products, like loans and higher tier checking and savings accounts to clients
- Helped enter transactions into company banking software to keep accounts up to date and accurate
- Provided basic information to customers, including account balances

## Education

### **Associate of Applied Business, Cuyahoga Community College, Cleveland, OH**

*September 2007 to May 2009*

## Skills

- Cash management
- Attention to detail
- Customer service
- Microsoft Office
- Banking software