

Kyle Johnson

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A personal banker with entry-level experience specializing in retail banking, customer service, relationship building, and account management. A strong history of interfacing with a diverse customer base to recommend appropriate banking products and drive customer success.

Education

Bachelor of Science (B.S.) Economics

University of Cincinnati,
Cincinnati, OH
September 2017 - May 2021

Key Skills

- Personal Banking
- Customer Service
- Communication
- Relationship Building
- Finance

Professional Experience

Personal Banker

TD Bank, Cincinnati, OH | May 2021 – Present

- Interface with 50+ banking customers per week, manage accounts, identify business opportunities, and upsell retail banking products based on customer needs
- Exceed sales quotas by 120% for FY2021 by utilizing consultative selling techniques and building long-term client relationships
- Support new customers in opening checking and saving accounts and applying for mortgage loans, including reviewing client financial documentation and transactions
- Provide education to clients on banking products and financial services

Bank Teller

TD Bank, Cincinnati, OH | September 2020 – May 2021

- Delivered exceptional customer service to new and existing banking clients, processed transactions, managed deposits, and cash checking
- Introduced banking, loan, and credit card products to customers and provided recommendations based on financial needs