
Citibank Personal Banker Resume

Job Objective

To obtain the position of Personal Banker with Citibank.

Highlights of Qualifications:

- Admirable experience in processing accounts for consumers and managing online banking system
 - Sound knowledge of developing professional relations as personal banker
 - Profound knowledge of various investment products
 - Immense knowledge of customer service processes and regulations
 - Familiarity with federal and State banking regulations
 - Proficient with basic office equipment and MS office applications
 - Ability to coordinate with clients to explain bank technologies
 - Ability to design innovative solutions for issues
 - Ability to develop and implement sales plans
 - Ability to implement various financial and business strategies
 - Strong selling, cross-selling and referral skills
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Professional Experience:

Citibank Personal Banker
Citibank, Metropolis, IL
August 2007 – Present

- Identified prospective customers for Citibank and participated in cross selling activities.
- Coordinated with prospective customers and analyzed individual requirements.
- Developed strategies for outbound sales and facilitated growth of business.
- Designed and implemented sales and credit strategies as per branch business strategies.
- Organized regular meetings with segment partners to evaluate all objects.
- Assisted clients to efficiently resolve any issues in transactions.
- Scheduled periodic meetings and provided information for all client transactions.
- Participated in branch events and invited all clients and prospective clients to it.

Citibank Personal Banker
Sterling Bank, Metropolis, IL
May 2004 – July 2007

- Provided assistance to customers to select appropriate investment and insurance product.
 - Ensured compliance to all Citibank policies and procedures in all transactions.
 - Analyzed customer requirements and recommended appropriate products as per satisfaction.
 - Developed and implemented an individual sales plan for every customer.
 - Utilized various bank financial tools for smooth sales processes.
 - Provided all existing and prospective customers optimal Citibank services.
 - Participate in various meetings to resolve all customer issues efficiently.
 - Maintained knowledge of all local and state regulations in United States.
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Education:

Bachelor's Degree in Banking and Finance
Western Carolina University, Cullowhee, NC

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