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## Phone Banker Resume

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### Job Objective

Result-oriented and positive thinking Phone Banker looking for a job within your firm.

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### Highlights of Qualifications:

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- Admirable experience in providing training to all new employees to provide customer services over phone
  - Deep knowledge of various financial products of bank
  - Profound knowledge of various banking and customer service regulations
  - Ability to resolve all banking issues for clients
  - Ability to cross-selling products and services
  - Ability to provide information regarding products and services
  - Ability to identify and report instances of possible fraud
  - Ability to multi task and prioritize work as per requirement
  - Ability to resolve all customer issues over phone and email
  - Ability to perform basic math in everyday activities
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### Professional Experience:

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Phone Banker  
Wells Fargo, Westfield, MA  
August 2007 – Present

- Performed everyday interactions with customers and managed all waiting calls within timeframe.
- Greeted all customers patiently and ensured pleasant tone throughout conversation.
- Maintained knowledge of all customer requirements and provided appropriate responses.
- Administered processing of all transactions within required timeframe and accurately.
- Managed routine processing of all consumer and business transactions.
- Prepared and mailed required documents to clients on regular basis.
- Ensured customer satisfaction at end of every call and thanked the customer.
- Provided all confidential information to caller only after authenticating identification of caller.

Phone Banker  
TruStone Financial, Westfield, MA  
May 2004 – July 2007

- Evaluated client identification before providing information on client accounts.
  - Assisted in issuing debit cards to customers and closing cards.
  - Coordinated with clients and provided optimal level of customer services.
  - Informed clients of any additional and new products and services of bank.
  - Provided immediate response to all complex issues of premier customers over phone.
  - Performed research if required to resolve all customer issues.
  - Analyzed customer issues and if required transferred phone call to senior members.
  - Processes various complex transactions online
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### Education:

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Bachelor's Degree in Business  
Academy Of Art University, San Francisco, CA

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