
Telephone Banker Resume

Job Objective

Seeking employment as Telephone Banker.

Highlights of Qualifications:

- Immense experience in providing excellent customer services to all customers calling in call center
 - Excellent knowledge of all financial products and services of bank
 - Sound knowledge of providing appropriate information to clients over phone
 - Wide knowledge of telephone etiquettes towards clients
 - Ability to coordinate with various customers over phone and email
 - Ability to handle all customers professionally
 - Ability to propose referral opportunities to customers
 - Ability to resolve all customer issues responsibly
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Professional Experience:

Telephone Banker
MB Financial, Keene, NH
August 2007 – Present

- Obtained all customer information through research and assisted to resolve issues.
- Conducted regular interviews with customers to establish all banking service requirements.
- Provided assistance to open accounts such as loan product savings.
- Assisted customers to recommend appropriate financial product and services.
- Developed and ensured achievement of all department objectives.
- Maintained record of performance on monthly and quarterly basis for telephone banking manager.
- Ensured achievement of all retail banking incentive program objectives.
- Provided information to customers as per federal and state regulations.

Telephone Banker
First Midwest Bank, Keene, NH
May 2004 – July 2007

- Maintained regular checks on all account balances for withdrawals and deposits.
 - Assisted to transfer funds between two accounts.
 - Monitored specific accounts and checked interest on each.
 - Gathered all loan and line of credit information over phone.
 - Provided regular assessment of all retirement account information.
 - Assisted customer to locate all bank branches and ATM on phone.
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Education:

Bachelor's Degree in Accounting
Rocky Mountain College, Billings, MT

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