

# Luciana Bowers

☎ (312) 555-1234

✉ luciana.bowers@email.com

🌐 [linkedin.com/in/lucianabowers](https://www.linkedin.com/in/lucianabowers)

📍 123 Main Street, Chicago, IL 60601

## SUMMARY

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Passion for client service drives commitment to excellence in banking interactions. Over three years of experience delivering personalized assistance and resolving financial inquiries. Build lasting relationships based on trust, consistently addressing individualized client needs while promoting relevant banking products. Expertise in ensuring compliance with regulations, enhancing operational efficiency and team collaboration. Strong ability to manage multiple tasks within fast-paced environments, maintaining accuracy and accountability in cash handling and process adherence. Eager to contribute skills and grow alongside a dedicated team focused on enriching client experiences.

## EXPERIENCE

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### Client Services Associate

March 2021 - Present

Community Trust Bank

*Chicago, IL*

Deliver exceptional client services and accurately process daily transactions at a bustling bank branch. Responsible for effectively addressing client inquiries and promoting banking products to enhance customer engagement and satisfaction. Strengthen client loyalty through attentive service while adhering to bank policies and compliance standards.

- Handled daily financial transactions efficiently, ensuring service quality meets established guidelines.
- Identified client needs through open dialogue, successfully promoting relevant products and directing referrals.
- Built strong client relationships by addressing individuals by name and acknowledging their unique situations.
- Actively participated in team meetings, sharing insights that contributed directly to improved service strategies.

### Banking Intern

June 2020 - February 2021

SecureBank

*Evanston, IL*

Provided essential support within the dynamic operations of a banking office, focusing on backend tasks to facilitate customer service delivery. Gained hands-on experience that refined abilities in cash handling while reaffirming knowledge in compliance training and effective communication.

- Supported daily banking operations, enhancing teamwork and participating actively in customer service initiatives.
- Promoted various banking services, positively impacting branch sales goals and broadening client outreach.
- Participated in ongoing training sessions to acquire in-depth knowledge of compliance requirements and best practices.
- Assisted in balancing cash drawers and completing transaction audits, ensuring precise record-keeping.

### Teller

January 2019 - May 2020

First National Bank

*Oak Park, IL*

Engaged clients through personalized transactions, playing a crucial role in maintaining operational integrity as a frontline representative. Fostered an environment of trust and reliability by ensuring timely responses to inquiries and executing financial services proficiently.

- Processed diverse financial transactions promptly, upholding high standards of data confidentiality.
- Resolved various client inquiries with urgency, contributing towards elevated customer satisfaction scores.
- Collaborated on achieving branch sales targets through effective teamwork and proactive client engagement.
- Balanced cash drawers systematically while assisting with end-of-day activities to guarantee accurate reporting.

## LEADERSHIP & AWARDS

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- Top Performer Award for outstanding client service (2022)
- Employee of the Month recognition (July 2021)

## EDUCATION

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### Bachelor's Degree in Business Administration

2018

University of Illinois GPA: 3.8

*Champaign, IL*

**Coursework:** *Financial Management, Marketing, Accounting Principles, Business Law*

## CERTIFICATIONS

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- Certified Customer Service Professional 📅 2021
- ACH Payments Certification 📅 2022

## TECHNICAL SKILLS

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- **Transaction Processing Software:** FIS, Jack Henry, Fiserv

- **Communication Tools:** Microsoft Teams, Zoom, Outlook
- **CRM Systems:** Salesforce, HubSpot, Zoho
- **Financial Analysis Tools:** Excel, QuickBooks, SPSS
- **Document Management Systems:** DocuSign, Microsoft SharePoint, Google Drive
- **Payment Processing Platforms:** Nacha, PayPal, Stripe
- **Desktop Productivity Tools:** Microsoft Office Suite, Google Workspace, LibreOffice
- **Security Protocols:** Two-Factor Authentication, Encryption, Data Loss Prevention
- **Task Management Software:** Trello, Asana, Monday.com
- **Client Relations Softwares:** Zendesk, Freshdesk, Intercom

**SKILLS**

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- Customer Service
- Conflict Resolution
- Cash Handling
- Sales Techniques
- Communications Skills
- Regulatory Compliance
- Team Building
- Time Management
- Attention to Detail
- Product Knowledge
- Financial Transactions
- Relationship Management
- Data Entry
- Problem Solving
- Cross-Selling

**PROFESSIONAL AFFILIATIONS**

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- Active member of the Chamber of Commerce networking group
- Volunteered at local food bank fundraising events

**LANGUAGES**

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- English (Native)
- Spanish (Proficient)

**ADDITIONAL INFORMATION**

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**Work Status** : Authorized to work in United States. No sponsorship required.

**REFERENCES**

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AVAILABLE ON REQUEST