

MARY EVANS

Address, Email, Phone

BANK TELLER | ADMINISTRATIVE STAFF

Active listener, critical thinker, and service oriented individual, with diverse experience in sales, marketing, operations management, human resources, and banking. Meticulous to detail, enjoys public relations, and capable of handling significant amount of cash. Proficient in maintaining high level of work ethics and professionalism, as well as in sustaining exceptional professional character. Known for articulate communication skills, and adeptness in producing effective projects under time constraints.

TECHNICAL PROFICIENCIES: QuickBooks Pro, Quicken, Microsoft Office Applications (Word, Excel, and Outlook), WordPerfect, and EZ Teller Systems

AREAS OF EXPERTISE

- Office Administration and Operations
- Time Management
- Training, Leadership, and Team Building
- Business Management and Planning
- Customer Service Relationships
- Organizational and Analytical Abilities

MAJOR ACHIEVEMENTS

- Earned Commendable Customer Service Award for Perfect Customer Service Survey on November 2008
- Performed a crucial role in exceeding sales goal of the team on December 2008
- Recognized as Outstanding Dealer and Design Specialist in 2007, and Heat-N-Glo Silver Dealer in 2005
- Successfully setup, trained, organized, opened and supervised a contract with a postal unit in 2000, known as the first post office in a bank in Illinois

CORE COMPETENCIES

OFFICE MANAGEMENT AND OPERATIONS:

- Performed various clerical functions, such as compiling and maintaining files, inventory reports, schedules, payroll, taxes, accounts receivable, and accounts payable
- Edited and re-distributed monthly marketing reports in different formats from a number of sources
- Verified and checked financial statements and reports; carried out accounts receivables and accounts payable
- Developed sales promotions and merchandise competence to successfully attain sales quota
- Collaborated with clients to efficiently provide required customized project designs

CUSTOMER SERVICE AND RELATIONS:

- Built and cultivated continuing high quality dealings with clients to provide total satisfaction, generate contacts, and promote repeat business
- Regularly convened with customers to provide information in response to inquiries about products and services, and to address and resolve issues and concerns in a timely manner

BANKING ADMINISTRATION AND TRANSACTIONS:

- Organized and prepared work schedules, as well as facilitated trainings and seminars for staff
- Audited currency, coin, and checks in cash dispensers at the end of shifts, and checked daily transactions
- Administered ordering, receiving, verifying, and cash distribution
- Wrote and mailed client statements and other bank related correspondence
- Promoted bank's products and services, as well as created recommendations that would best fit client's need
- Processed numerous transactions such as deposits, withdrawals, utility payments, check verification, and ATM dealings

WORK HISTORY

CHRISTOPHER & BANKS - CHERRYVALE MALL ▪ <i>Rockford, IL</i> PART-TIME SALES ASSOCIATE	2008-Present
FIREPLACE SPECIALIST, INC. ▪ <i>Sycamore, IL</i> STORE MANAGER	2003-2008
CO-OWNER	1991-2002
RESOURCE BANK, N.A. ▪ <i>DeKalb, IL</i> TELLER; TELLER SUPERVISOR; TELLER SUPERVISOR/CUSTOMER SERVICE REPRESENTATIVE	1999-2003
TELLER; LEAD TELLER	1994-1997
A.O. SMITH HARVESTORE ▪ <i>DeKalb, IL</i> TEMPORARY LEGAL INFORMATION EXTRACTOR	1994
WAL-MART STORE ▪ <i>DeKalb, IL</i> COUNTING OFFICE MANAGER	1989-1991
IN-HOME LICENSED DAY CARE ▪ <i>Sycamore, IL</i> IN-HOME DAY CARE PROVIDER	1986-1990

EDUCATION

KISHWAUKEE COMMUNITY COLLEGE - *Malta, IL*
RELEVANT COURSEWORK IN OFFICE SYSTEMS (13.5 HOURS) ▪ 1994 ▪ GPA: 4.00
CERTIFIED NURSE ASSISTANT

PROFESSIONAL TRAININGS

Microsoft Word - GFCLearnfree.org ▪ Online ▪ 2009
 Search Engine Optimization (SEO) Workshop ▪ University of Washington, Bothell, WA ▪ 2007
 Travis Industries Dealership Sales Training ▪ Morris, IL ▪ 1999, 2004, 2006
 Advanced Teller Seminar - Colorado Banking Institute ▪ Rockford, IL ▪ 2001
 Teller Seminar - Colorado Banking Institute ▪ Rockford, IL ▪ 2000
 Using Microsoft Office 97 - Compumaster Seminar ▪ Rockford, IL ▪ 1998
 Excelling as a First-Time Supervisor -Career Track Seminar ▪ Rockford, IL ▪ 1996

AWARDS AND HONORS

Boy Scouts of America Order of the Arrow • Relay for Life Fundraiser/Participant Awards
 Cub Scout Leader Service Award • (2) Itchiban Awards for Outstanding Service as an Employee
 (4) PAT Awards of Outstanding Service • Certificate of Achievements in Teller Referral Contest
 Notecard Achievement • Dedication Award

AFFILIATIONS

Member, Sycamore Chamber of Commerce
Sunday School Teacher and Administrator, First Lutheran Church
Committee Member, Boy Scouts of America
Member, American Cancer Society
Member, Salvation Army Food Pantry