

Sample Resume Entry-Level Banking

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OBJECTIVE: Seeking an entry-level position in the retail banking industry in which my internships, part-time job, and volunteer experience in banking and my strong interpersonal, communication, and organizational skills can help your company increase profits and serve clients.

SUMMARY

- Retail bank internship (two summers) at Bank of America
- One year of customer service experience at Associated Bank
- *Cum laude* graduate with a bachelor of science in finance (with a specialization in financial markets & institutions)
- Proficient with Microsoft Excel, Access, PowerPoint, and Project; STATA; MATLAB
- Proficient in French

EDUCATION

Michigan State University, East Lansing, MI, 2011-2015

Bachelor of Science in Finance (With a Specialization in Financial Markets & Institutions)

- Graduated *cum laude*, GPA: 3.70
- Member of Beta Alpha Psi, an honor society for financial students and professionals
- President of Finance Association
- Studied abroad in Belgium (Global Finance Studies in Belgium Summer Program)
- Received Campus Impact Award (for exemplary student leadership)

WORK AND INTERNSHIP EXPERIENCE

Associated Bank, East Lansing, MI, Fall 2014-Current, *Customer Service Representative*

- Provided excellent customer service by processing financial transactions promptly and accurately
- Resolved member issues and marketed new financial products to customers
- Named "Customer Service Representative of the Month" for December 2014

Bank of America, East Lansing, MI, Summer 2013/Summer 2014, *Retail Banking Intern*

- Saved the bank more than \$20,000 a year by correcting errors in profit and loss variance reports
- Learned the retail banking business through observations of banking center activity
- Responded to basic client queries; improved client response times by 15 percent
- Named "Intern of the Month" for July 2014

COMMUNITY INVOLVEMENT

Haven House, East Lansing, MI, Fall 2012, *Volunteer*

- Haven House provides emergency housing and support services for families with children. Developed communication and analytical skills by interviewing clients to determine what type of services were required. Provided financial advice to clients regarding savings, bank accounts, and general money management. Performed clerical duties in the management office.

Habitat for Humanity, East Lansing, MI, Summer 2010, *Volunteer*

- Strengthened teamwork skills while building homes for low-income families