

MIKI YANKEY

Bank Teller

miki.yankey@gmail.com

(348) 236-0969

San Francisco, CA



PROFILE

Motivated bank teller with 2 years of experience in providing excellent customer service and handling transactions efficiently. Eager to learn and adapt, demonstrating strong attention to detail and problem-solving skills in a fast-paced environment.

LINKS

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

SKILLS

Cash Handling

Customer Service

Microsoft Excel

Data Entry

Problem Solving

LANGUAGES

English

Bengali

HOBBIES

Painting

Gardening

Cooking

EMPLOYMENT HISTORY

Junior Bank Teller at Wells Fargo, CA

Jun 2025 - Present

- Processed an average of 120 customer transactions daily, ensuring accuracy and compliance with bank policies while maintaining a positive customer experience.
- Assisted in the implementation of a new cash management system, reducing transaction errors by 18% and enhancing workflow efficiency.
- Engaged in continuous training sessions, mastering advanced financial software tools and improving personal efficiency by 25%.
- Collaborated with senior tellers to identify fraudulent activities, contributing to a 30% decrease in potential fraud cases over six months.
- Developed strong communication skills through regular interaction with diverse clientele, leading to a 15% increase in customer satisfaction ratings.

EDUCATION

Associate Degree in Banking and Finance at Los Angeles City College

Apr 2019 - May 2023

Relevant Coursework: Financial Accounting, Principles of Banking, Investment Analysis, Risk Management, Business Law, and Microeconomics.

CERTIFICATES

Certified Bank Teller (CBT)

Jan 2024

Anti-Money Laundering (AML) Certification

Aug 2022

MEMBERSHIPS

American Bankers Association

Credit Union National Association