

Sylva Westhoff

Bank Teller

Profile

Strategic banking professional with 8 years of experience as a Bank Teller. Expert in customer relations, transaction efficiency, and security protocols. Proven leader in optimizing operations, enhancing client satisfaction, and driving team performance.

Employment History

Bank Teller at Wells Fargo, CO

Mar 2025 - Present

- Spearheaded a customer service initiative that improved client satisfaction scores by 18% over six months, enhancing branch reputation and customer loyalty.
- Led a team of five tellers, implementing cross-training programs that increased operational efficiency by 25%, resulting in faster transaction processing times.
- Analyzed daily cash flow to optimize resource allocation, reducing discrepancies by 12% and improving overall financial accuracy within the branch.
- Developed strategic partnerships with local businesses, driving a 15% increase in new account openings over the fiscal year, bolstering community presence and market share.

Junior Teller at JPMorgan Chase, CO

Jun 2023 - Feb 2025

- Processed an average of 150 daily transactions with 98.5% accuracy, contributing to a significant reduction in customer wait times and enhancing overall branch efficiency.
- Collaborated with a team of five tellers to implement a new cross-selling strategy, leading to a 20% increase in monthly product referrals and strengthening client relationships.
- Led weekly training sessions for junior staff on compliance procedures, resulting in a noticeable drop in transaction errors by 15% over six months and fostering a culture of meticulous attention to detail.

Teller Trainee at Bank of America, CO

May 2017 - May 2023

- Spearheaded a team initiative that reduced transaction processing time by 18%, enhancing customer satisfaction and streamlining daily operations.
- Mentored and trained four new tellers, boosting team productivity by 25% through improved workflow efficiency and knowledge sharing.
- Analyzed and implemented strategies that increased cross-selling of financial products by 22%, contributing to branch revenue growth.
- Led a project to optimize cash handling procedures, decreasing discrepancies by 15% and ensuring compliance with regulatory standards.

Details

sylva.westhoff@gmail.com

(218) 509-1239

Lakewood, CO

Links

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

Skills

Data Analysis

Risk Management

Customer Insights

Cross-Selling

Fraud Detection

Regulatory Compliance

Conflict Resolution

Team Leadership

Languages

English

Chinese

Hobbies

Painting

Gardening

Photography