



# Guyla Gallati

## Bank Teller

Experienced bank teller with three years in financial services, skilled in transaction processing, customer service, and fraud prevention. Proven track record of accuracy and efficiency, enhancing customer satisfaction while maintaining high standards of confidentiality and integrity.

[guyla.gallati@gmail.com](mailto:guyla.gallati@gmail.com) 

(117) 221-7128 

Birmingham, AL 

### Education

**Associate Degree in Finance at Jefferson State Community College, Birmingham, AL**

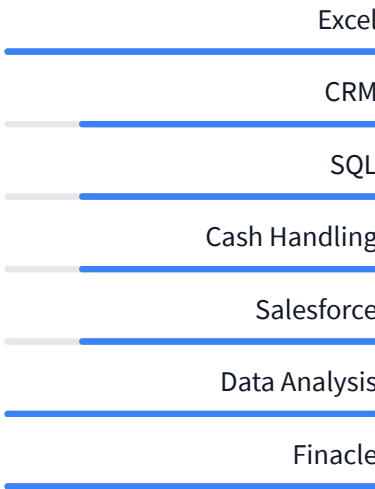
Dec 2017 - May 2022

Relevant Coursework: Financial Accounting, Principles of Economics, Business Law, Investment Analysis, Corporate Finance, and Financial Markets.

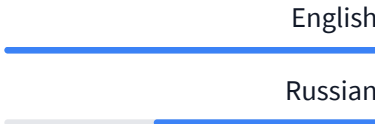
### Links

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

### Skills



### Languages



## Employment History

### Customer Service Representative at Wells Fargo, AL

Apr 2025 - Present

- Resolved over 1,250 customer inquiries monthly, achieving a 98% customer satisfaction rate by employing effective communication and problem-solving skills.
- Implemented a streamlined process for account verification that reduced average call handling time by 22%, enhancing overall efficiency.
- Collaborated with cross-functional teams to develop a new training module, which increased new hire proficiency by 30% within the first month of implementation.
- Led a project to upgrade the customer feedback system, resulting in a 15% increase in actionable insights and improved service strategies.

### Bank Teller Trainee at JPMorgan Chase, AL

Mar 2022 - Mar 2025

- Processed over 250 customer transactions weekly, resulting in a 98% accuracy rate and reducing average wait time by 15%.
- Collaborated with cross-functional teams to streamline the account opening process, which increased new account openings by 12% in three months.
- Led a project to enhance ATM reconciliation procedures, cutting discrepancies by 30% and saving approximately \$1,500 monthly.

## Certificates

### Certified Bank Teller (CBT)

Dec 2023

### Anti-Money Laundering Specialist (CAMS)

Aug 2022

## Memberships

American Bankers Association

Credit Union National Association