

Aleathia Schwausch

Personal Banking Associate

✉ aleathia.schwausch@gmail.com

☎ (549) 406-4347

📍 246 Broad St, Newark, NJ
07102

Education

High School Diploma at Bergen Catholic High School, NJ

Aug 2014 - May 2019

I've learned how to effectively communicate with others, how to manage my time wisely, and how to critical think and problem solve.

Links

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

Skills

Personal Banking

Customer Service

Teller Transactions

Cash Handling

Bank Deposits and Withdrawals

Money Management

Languages

English

Portuguese

Profile

I am a Personal Banking Associate with over three years of experience in the financial industry. I have worked extensively with clients, both individuals and businesses, to provide them with personalized banking solutions that fit their needs. My goal is always to ensure that my clients are able to reach their financial goals, whether it be saving for retirement or growing their business. I have a deep understanding of the various products and services offered by banks and other financial institutions, and I use this knowledge to help my clients make the best choices for their unique circumstances. In addition to being an expert in personal banking solutions, I am also proficient in using technology to streamline processes and improve efficiency.

Employment History

Personal Banking Associate at Bank of America, NJ

Apr 2022 - Present

- Exceeded goals for new account openings, averaging 15 per month.
- Grew the loan portfolio by 10% through effective cross-selling.
- Achieved 95% customer satisfaction rating in quarterly surveys.
- Recognized as top performer in sales of credit products.
- Trained and mentored 5 new Personal Banking Associates.

Personal Banking Associate II at JPMorgan Chase, NJ

Jul 2019 - Feb 2022

- Achieved daily goals for number of customer interactions and sales volume.
- Exceeded expectations for quality of service provided to customers.
- Resolved customer complaints in a timely and efficient manner.
- Demonstrated expert knowledge of products and services offered by the bank.
- Upsold additional products and services to existing customers.

Certificates

Certified Personal Banking Associate (CPBA)

May 2021

Certified Financial Services Representative (CFSR)

Dec 2019

Memberships

American Bankers Association

Consumer Bankers Association