

ACHAIA RODELA

Personal Banking Consultant

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6444 Spring St, Kansas City, MO 64111



PROFILE

Over 4 years of experience as a Personal Banking Consultant. Proven ability to develop strong relationships with clients and provide them with the best possible service. Extensive knowledge of banking products and services, as well as excellent understanding of financial markets. Able to provide expert advice on how to manage finances, invest money and save for the future. Committed to delivering high levels of customer satisfaction at all times.

LINKS

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

SKILLS

Personal Banking



Customer Service



Cash Handling



Teller Operations



Bank Deposits



Credit Cards



LANGUAGES

English



Italian



HOBBIES

Organizing social events

Coaching a sports team

Running

EMPLOYMENT HISTORY

● Personal Banking Consultant at Commerce Bank, MO

Jun 2022 - Present

- Achieved daily sales goals for new personal banking products 80% of the time.
- Exceeded monthly targets for customer satisfaction surveys by 10%.
- Grew the personal banking portfolio by 5% through effective cross-selling.
- Reduced complaints from customers by 20% through proactive relationship management.
- Recognized as "Employee of the Month" 3 times in a 12-month period.
- Trained 2 new Personal Banking Consultants on product knowledge and best practices.

● Personal Banking Consultant II at U.S. Bank, MO

Sep 2018 - May 2022

- Exceeded new account opening goals by 15%.
- Grew customer base by 20% through effective marketing and outreach efforts.
- Achieved "Top Performer" designation for outstanding sales performance 3 months in a row.
- Successfully completed training on products, services, compliance and risk management procedures.
- Built strong relationships with customers, providing them with personalized service and financial advice.

EDUCATION

High School Diploma at Parkway West High School, Ballwin, MO

Sep 2013 - May 2018

I've learned how to read, write, and do math.

CERTIFICATES

Certified Personal Banking Consultant (CPBC)

Sep 2020

Certified Financial Planner (CFP)

Mar 2019

MEMBERSHIPS

American Bankers Association

Consumer Bankers Association