

Jaylenne Banaga

Personal Banking Officer

Profile

Over the course of my three-year career as a Personal Banking Officer, I have gained extensive experience in providing banking services to individuals and families. This has included managing accounts, issuing loans, and providing financial advice. My strong interpersonal skills have allowed me to build relationships with clients, resulting in repeat business. I am confident that I can provide excellent service to any customer, and would be an asset to any bank or financial institution.

Employment History

Personal Banking Officer at BB&T, WV

May 2022 - Present

- Successfully managed a customer base of over 500 clients, providing personalized banking service and advice.
- Achieved annual sales targets for new products and services, while consistently maintaining high levels of customer satisfaction.
- Grew the personal loan portfolio by 15% through effective cross-selling and building strong relationships with customers.
- Identified opportunities to improve operational efficiencies and implemented process improvements that resulted in increased productivity.
- Led team of 4 junior officers in daily operations, mentored staff on product knowledge and provided guidance on handling complex customer inquiries.
- Recognized as “Employee of the Month” 3 times in 12 months for outstanding performance.

Personal Banking Associate at First Citizens Bank, WV

Jul 2019 - Apr 2022

- Exceeded quarterly sales goals by 15%, bringing in an additional \$12,000 in revenue for the bank.
- Grew a personal book of business by 25% through proactive prospecting and relationship building with current clients.
- Demonstrated strong product knowledge which resulted in closed sale of high-yield savings account to 80% of prospects.
- Led team of 3 Personal Banking Associates and provided on-going training which improved quality scores from 78% to 92%.
- Successfully completed required FINRA Series 6 & 63 exams allowing me to sell mutual funds and annuities products.

Education

Bachelor of Science in Business Administration at West Virginia University

Sep 2015 - May 2019

Some skills I've learned are effective communication, teamwork, and time management.

Details

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Links

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Skills

Personal Banking

Customer Service

Teller Operations

Cash Handling

Bank Deposits and Withdrawals

Loan Processing

Languages

English

Indonesian

Hobbies

Organizing and managing personal finances

Studying personal finance and investment strategies

Meeting with personal bankers, financial advisors, and other professionals to discuss financial goals and strategies