

# Milly Tillapaugh

Personal Banking  
Representative

✉ [milly.tillapaugh@gmail.com](mailto:milly.tillapaugh@gmail.com)

☎ (629) 186-3292

📍 2117 Versailles Rd, Lexington, KY  
40508

## EDUCATION

### High School Diploma at Louisville Male High School, Louisville, KY

Sep 2015 - May 2019

I've learned organization and time management skills, how to study and do research, and how to write essays and papers.

## LINKS

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

## SKILLS

Personal Banking

Customer Service

Teller Operations

Cash Handling

New Accounts

Loan Processing

## LANGUAGES

English

Hindi

## HOBBIES

Organizing social events

Coaching youth sports teams

Volunteering at local charities

## PROFILE

I am a Personal Banking Representative with over 3 years of experience. I have worked in customer service and sales positions, where I gained extensive knowledge of banking products and services. In my current role, I provide excellent customer service by assisting customers with their financial needs. I am able to use my strong interpersonal skills to build relationships with customers and ensure that they are satisfied with our services.

## EMPLOYMENT HISTORY

### ● Personal Banking Representative at PNC Bank, KY

Apr 2022 - Present

- Achieved personal sales goals by upselling products and services to new and existing customers, resulting in a 10% increase in monthly sales.
- Exceeded expectations for customer service satisfaction scores, with an average score of 4.8 out of 5 over the past 6 months.
- Consistently ranked as one of the top performers in the branch for number of referrals generated per month.
- Demonstrated ability to handle complex customer issues and complaints, resulting in a reduction of escalated calls by 20%.
- Proactively identified opportunities to improve processes and procedures within the department, leading to increased efficiency and productivity.
- Trained new Personal Banking Representatives on company policies & procedures, product knowledge, and effective selling techniques.

### ● Personal Banking Representative II at BB&T, KY

Jul 2019 - Feb 2022

- Achieved total of \$600 million in deposits and loan growth for the bank over a three-year period.
- Led team of five personal bankers to increase new account openings by 25% within six months.
- Exceeded quarterly cross-selling goals by 15%, bringing in an additional \$120,000 in revenue for the bank.
- Consistently ranked as one of the top performers in customer satisfaction surveys, with a score of 4.8 out 5.0 rating average over two years span.
- Trained 10 new hires on products, services, and sales procedures resulting in 100% success rate retention after 6 months probationary period.

## CERTIFICATES

### Certified Personal Banking Representative (CPBR)

Mar 2021

### Certified Financial Services Representative (CFSR)

Dec 2019