

# WAKEISHA NARCISI

Retail banker

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## PROFILE

I am a retail banker with over 1 year of experience. I have worked in various banking environments and have gained valuable skills in customer service, sales, and financial analysis. I am a motivated individual who is able to work independently and as part of a team. I possess excellent communication skills and am able to build strong relationships with customers.

## LINKS

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

## SKILLS

Cash management

Customer service

Sales skills

Teller transactions

Bank products and services knowledge

Compliance with banking regulations

Security procedures

## LANGUAGES

English

Russian

## EMPLOYMENT HISTORY

### ● Retail banker at TD Bank, NJ

Mar 2022 - Present

- Successfully closed \$10 million in loans for small businesses in the retail sector.
- Managed a team of 5 loan officers and grew the department by 25%.
- Originated over \$30 million in residential mortgage loans.
- Successfully completed training on new banking regulations.
- Led sales efforts that resulted in 10% increase in credit card products.

### ● Retail banker II at PNC Bank, NJ

Jul 2021 - Feb 2022

- Successfully completed training program and achieved passing scores on all required exams.
- Exceeded monthly sales goals by an average of 10%.
- Successfully cross-sold additional products to 80% of new customers.
- Maintained a 97% customer satisfaction rating over a six-month period.
- Received "Top Performer" designation in three out of four quarters.

## EDUCATION

### High School Diploma at Rutgers Preparatory School, Somerset, NJ

Aug 2017 - May 2021

In high school I learned how to effectively communicate with others, how to manage my time wisely, and how to work well independently and as part of a team.

## CERTIFICATES

### Certified Retail Banker (CRB)

Aug 2020

### Certified Treasury Professional (CTP)

Aug 2018

## MEMBERSHIPS

American Bankers Association

Retail Banking Association