

ALVIN POON

North Point | 6123 2002 | alvin.poon@gmail.com

SUMMARY

Organised and dependable banking professional who excels at processing high volumes of error-free transactions and meeting goals. Experienced in fast-paced financial environments. Focused on maintaining high levels of accuracy and efficiency, as well as achieving branch goals.

EXPERIENCE

Teller, SD Commercial Bank

Aug 2012 - Present

- Performed general teller duties over counter, such as receiving and paying cash/cheques, handling remittance and creating new accounts
- Managed 50+ transactions daily, including deposits, payments and cashing of cheques according to existing guidelines and procedures
- Actively engaged in promoting a wide range of consumer banking products and services to customers and solicited new business opportunities
- Assisted Branch Manager to plan, organise and implement 10+ branch seasonal promotion campaigns to achieve business goals

ACHIEVEMENTS

- Reduced manual transaction processing time by 50% through implementation of quick and foolproof, modern bank telling strategies
- Up-sold financial services by 10% within 6 months by demonstrating high quality customer care and client referral protocols

EDUCATION

Community College of City University, 2010-2012

Associate of Arts in Bilingual Communication Studies (English & Chinese)

SKILLS

Microsoft Office (Word, PowerPoint, Excel & Access)

LANGUAGES

Cantonese (Native) English (Proficient) Mandarin (Fluent)