

TINA GUTIERREZ

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OBJECTIVE

To obtain a position in the banking or financial services industry requiring strong customer service and sales skills.

EDUCATION

Bachelor of Science in Business Administration (December 2006)
University of Nebraska–Lincoln
Major: Finance Cumulative GPA: 3.4/4.0

EXPERIENCE

Union Bank & Trust, Lincoln, Nebraska

Personal Banker, November 2005 - present

- Open new checking, saving, CD, and IRA accounts
- Market a variety of banking services and products to new and existing customers
- Provide procedural and customer service training to new staff

Customer Service Representative, January 2005 - October 2005

- Executed daily banking transactions for diverse clientele
- Resolved customer questions and concerns over the phone and in person
- Maintained and balanced cash drawer of up to \$10,000 daily
- Promoted to Personal Banker after 10 months as Customer Service Representative

Eddie Bauer, Lincoln, Nebraska

Sales Associate, January 2003 - December 2004

- Provided customer service at cash register and on sales floor
- Met and exceeded assigned sales goals consistently
- Monitored and maintained inventory
- Trained and assisted other associates as needed

Ruby Tuesday's, Lincoln, Nebraska

Server/Hostess, September 2001 – March 2003

- Established repeat customer base by providing excellent customer service
- Marketed new menu items and specials
- Balanced money bank and provided change
- Took orders and assisted in preparation of food

HONORS AND ACTIVITIES

Cather Residence Hall Association, Vice-President and Treasurer
Finance Club, Membership Committee
Regents Scholarship
UNL Intramural Sports