

Penny Banks

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CAREER OBJECTIVE

Motivated and client-oriented professional seeking a personal banking officer position with XYZ Bank, where I can apply my relevant academic knowledge and use my outstanding interpersonal skills while assisting customers.

PROFILE AND QUALIFICATIONS

- Telfer School of Management student with a passion for financial planning and customer service
- Knowledge of a wide variety of banking services and products gained through research and experience
- Recognized as an organized, thorough, and focused individual with strong attention to detail
- Fluently bilingual in French and English, with working knowledge of Spanish
- Developed strong cultural awareness and sensitivity, and a high International IQ through international travel and experience

RELEVANT FINANCIAL KNOWLEDGE

- Successfully completed courses focused on corporate finance, fixed income investments, portfolio management, international financial management, options and futures, and equity valuation
- Sound understanding of the securities industry: nearing completion of the Canadian Securities Course

EDUCATION

Honours Bachelor of Commerce, with an option in Finance

University of Ottawa, Telfer School of Management, Ottawa, Ontario

year - present

- Expected graduation date: *month year*

FINANCE RELATED WORK EXPERIENCE

Financial Customer Service Representative (part-time)

year

TD Canada Trust, Ottawa, Ontario

- Demonstrated excellent client service abilities while assisting with financial transactions such as deposits, withdrawals, bill payments, money orders and transfers, and foreign currency exchanges
- Processed customer cash deposits and withdrawals, cheques, transfers, bills, credit card payments, money orders, certified cheques and other banking-related transactions
- Obtained and processed information required for the provision of services, such as opening accounts, establishing savings plans and purchasing bonds
- Balanced daily transactions using internal computer programs and verification systems

Billing Associate

summer year

Enterprise Rent-a-Car, Ottawa, Ontario

- Gathered purchase orders, sales tickets and charge slips and compiled data related to major clients
- Prepared invoices, sales records, amounts due, credit terms, and dates of shipment
- Typed bills of lading and listed key information regarding items sold using specification book
- Inputted credit memorandums to indicate returned or incorrectly billed merchandise
- Posted transactions to accounting records, such as worksheets and ledgers

ADDITIONAL WORK EXPERIENCE

Mail Clerk (part-time and summer)

year

Canada Revenue Agency, Ottawa, Ontario

- Displayed an ability to work efficiently, under tight deadlines, and with minimal supervision
- Sorted mail for hundreds of employees according to destination and type, such as returned letters, adjustments, bills, orders, and payments in order to facilitate the distribution process
- Examined outgoing mail for appearance and sealed envelopes by hand or machine
- Operated the folding machine that processed advertising literature, forms, letters, and other documents

RECENT ACCOMPLISHMENTS

- Recipient of the *Telfer School of Management Scholarship* for excellent academic standing
- Demonstrated excellent time management skills while juggling full-time course load and part-time employment
- Obtained a black belt in Taekwondo, demonstrating commitment and discipline

VOLUNTEER EXPERIENCE

Environmental Conservationist

year

World Endeavours, Atenas, Costa Rica

- Addressed problems such as loss of bio-diversity, deforestation, desertification, soil erosion, over-fishing, and pollution through community education
- Immersed into the Spanish language and Latin American culture during a one month homestay with a Costa-Rican family

ADDITIONAL TRAINING AND QUALIFICATIONS

- Canadian Securities Course, Canadian Securities Institute *expected completion date*
- Visual Basic.NET Certificate Program, Algonquin College, Ottawa, Ontario *year*
- Web Design Basics, Algonquin College, Ottawa, Ontario *year*

LANGUAGES

	Reading	Writing	Oral Interaction
• English	Advanced	Advanced	Advanced
• French	Advanced	Advanced	Advanced
• Spanish	Intermediate	Beginner	Advanced

REFERENCES

Available upon request