Kofi Owusu-Ansah

Bank Officer: Teller & Customer Service

+233 24 555 6677 | kofi.owusu@email.com | Accra, Ghana

PROFESSIONAL SUMMARY

Bank officer with 4 years in teller and customer service roles. Handles GH₵200,000+ in transactions a day with zero cash shortages, follows KYC and AML procedures closely, and consistently beats account-opening targets.

WORK EXPERIENCE

Customer Service Officer Jan 2023 – Present

Gold Coast Savings Bank, Accra

- Open 40+ accounts a month, beating the branch target by 20%
- Resolve customer complaints and cut repeat visits by explaining mobile banking
- Carry out KYC checks and flag suspicious transactions to compliance

Teller Oct 2021 – Dec 2022

Gold Coast Savings Bank, Kumasi

- Processed 150+ cash and cheque transactions daily with zero shortages
- Balanced the till and vault reports at end of day

EDUCATION

BSc Banking and Finance, Second Class Upper 2016 – 2020

University of Ghana

- National Service: 2020–2021, Ghana Revenue Authority

SKILLS

Teller operations • Cash handling • KYC & AML • Account opening • Cross-selling • Core banking

CERTIFICATIONS

Certificate in Banking, National Banking College, Ghana 2022

LANGUAGES

English (Fluent) • Twi (Native) • Ga (Conversational)