

# MICHAEL E. MALDON

1259 WORTH TERRACE  
BOSTON, MASSACHUSETTS 02109

617/ 585-9954

Email: *michaelemaldon@hotmail.com*

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## **SUMMARY**

- Aspiring professional in banking seeking a position that can utilize knowledge and skills.
- Strong academic and on-the-job training.
- Extensive experience in bank teller and platform customer service functions.
- Compelling negotiator with demonstrated ability to deal with the public.
- Excellent communications skills; familiar with Spanish.
- Practiced computer literacy.

## **EXPERIENCE**

THE BANK OF BOSTON • BOSTON, MA

*Progressive increases in responsibility and position in the same bank since 1995:*

### **Financial Service Representative**

*September 1998 to present*

Advanced to this position, fulfilling both teller and platform functions. Concentrate on customer service, including retail sales of bank products and investment referrals. Review and analyze bank reports, resolving and acting as necessary on discrepancies. Supervise floaters and assume responsibility for opening and closing the branch. Frequently perform the duties of the branch manager in her absence.

### **Teller**

*February 1995 to September 1998*

Performed all teller transactions, including processing deposits, withdrawals, and cash advances. Handled savings and checking account transactions. Accepted mortgage, credit card, and all loan payments. Redeemed bonds. Certified checks and issued bank checks. Resolved customer complaints and provided referrals concerning investments. Fulfilled end-of-day proof and consolidation processes.

## **EDUCATION**

### **Associate of Applied Science in Economics**

*June 1994*

HOLYOKE COMMUNITY COLLEGE • HOLYOKE, MA

*Attended a number of special courses conducted by The Bank of Boston on such subjects as teller training, bank secrecy, telemarketing, and financial services representation.*

## **COMPUTER KNOWLEDGE**

### **Hardware**

IBM-PC

### **Operating Systems**

Windows

### **Software**

MS Excel

MS PowerPoint

MS Word

*References available upon request*