



Eunjoo Byun

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PROFESSIONAL SUMMARY

Professional Branch Banker with experience serving bank customers through various offerings. Helpful when processing transactions, opening accounts and cross-selling bank services. Team player quick to assist tellers, managers and other staff with various needs to deliver outstanding service. Accomplished Branch Banker with more than 6 years of experience interacting with customers to increase sales and offer services. Seasoned expert at promoting products and offerings, creating new accounts and assisting customers with various requests. Motivated and results-oriented with background increasing new customer accounts and maximizing services among existing customers.

SKILLS

- Banking product sales
- Cash handling and management
- Teller support
- Product presentation
- Transactions
- Sales tactics
- Account updates
- Banking document preparation
- Bank services
- Strategic and financial planning
- Financial analysis and reporting
- Multitasking abilities
- Project Management
- Customer service

WORK HISTORY

BRANCH BANKER

10/2017 to CURRENT

PNC Bank | Duluth, GA

- Opened new accounts and made changes to existing accounts.
- Supported tellers by processing transactions involving money orders, cashier's checks and payments.
- Helped customers prepare documents required to complete transactions and process requests.
- Identified customer desires and goals through needs-based sales tactics.
- Presented products and services to customers using in-depth knowledge to answer questions.
- Collected cash and checks for deposit or processed withdrawals by examining checks for endorsements, verifying amounts, inputting into computer systems and printing receipts.
- Counted currency, coins and checks in cash drawer, night depository and ATM.
- Cross-sold wide range of services and products to increase new business and expand existing customer relationships.
- Investigated and resolved account issues by offering applicable options to customers.

- Consulted with financial advisors and traders to provide data and analysis of market trends, economic influences and business shifts affecting overall profitability.
- Worked with diverse product development teams to create software for qualitative structured solutions to validate and model emerging markets.
 - Designated Lender since May 2019.
 - About 5 million dollars HELOC closing since 2021

MATH LAB TUTOR

01/2013 to 09/2017

Georgia State University | Alpharetta, GA

- Explained math concepts in caring and encouraging environment to help kids thrive and learn.
- Collaborated with students to complete homework assignments, identify lagging skills and correct weaknesses.
- Educated students on study tips and exam strategies.
- Self-prepared materials based on school math curriculum to increase student comprehension.
- Worked with students in classrooms or home environments to provide educational support.
- Taught students struggling with pre-algebra , algebra, pre-calculus and calculus math level.
- Created special handouts, study guides and enrichment materials to boost student knowledge.
- Stressed importance of good study habits and developed homework schedules, encouraging students to create personalized study plans.
- Collaborated with teachers about specific student math needs.
- Supported teacher instruction by discussing concepts and creating custom practice questions.
- Proctored exams for students and answered questions.
- Created study guides and plans for students exams based on self-designed practice tests and school curricula.
- Identified students with math anxiety disorders and other learning challenges and referred to appropriate professionals for further help.

MATH INSTRUCTOR

10/2010 to 12/2012

Kumon Learning Center | Suwanee, GA

- Prepared and implemented lesson plans covering required course topics.
- Engaged students with insightful and compelling classroom discussion of topics relevant to coursework to boost student learning and retention.
- Adjusted teaching strategies to meet diverse requirements of individualized support plans.
- Kept classroom environments consistent and focused on learning by establishing and enforcing clear objectives.
- Used tests, quizzes and other assignments to gauge students' learning and determine understanding of course materials.

- Led interesting and diverse group activities to engage students in course material.
 - Cultivated relationships with parents for complete support network.
 - Graded quizzes, tests, homework and projects to provide students with timely academic progress information and feedback.
 - Worked with administrators on behavioral issues to support needs of all students.
 - Assessed submitted class assignments, determined grades and reviewed work with struggling students to boost success chance.
 - Assessed student comprehension through regular quizzes, tests and assignments.
 - Scheduled appointments with parents to discuss student progress and classroom behavior.
 - Built learning and citizenship skills to help with personal growth in addition to increasing academic knowledge.
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- Gangnam-gu, Seoul Teugbyeolsi Managed inventory control, cash control and store opening and closing procedures.
 - Assisted team members with delivering friendly, knowledgeable service by applying proactive monitoring and corrective action strategies.
 - Optimized store displays and appearance via strategic merchandising.
 - Resolved customer service issues promptly.
 - Rotated merchandise and displays to feature new products and promotions.
 - Managed all aspects of store operations, including organization, maintenance and purchasing functions.
 - Completed all point of sale opening and closing procedures, including counting contents of cash register.
 - Managed inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs.
 - Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
 - Trained team members in successful strategies to meet operational and sales targets.
 - Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
 - Implemented daily operating procedures to keep store clean, adequately stocked and well-organized.
 - Maintained store quality standards to optimize customer experience, drive customer traffic and positively impact store profitability.
 - Scheduled and led weekly store meetings for all employees to discuss sales promotions and new inventory while providing platform for all to voice concerns.
 - Protected store from loss or theft by setting and enforcing clear security policies.

- Completed routine store inventories.
- Exhibited excellent people skills during interaction with employees and customers.
- Answered questions about store policies and concerns to support positive customer experiences.
- Coached employees and trained on methods for handling various aspects of sales, complicated issues and difficult customers.
- Delivered positive results by controlling monthly operations budget and limiting financial discrepancies.
- Completed daily paperwork and computer entry of sales data as established by management.
- Promoted professional growth and facilitated talent development of each associate to drive performance excellence.
- Supervised guests at front counter, answering questions regarding products.
- Rotated stock to achieve optimum appeal and minimize shrinkage.

LIBRARY ASSISTANT

02/1999 to 05/2004

Georgia Perimeter College (GSU) | Dunwoody, GA

- Placed books on proper shelves when returned to circulation.
- Answered questions from patrons and helped to find desired materials.
- Handled check-in and check-out process of library books and materials at circulation desk.
- Shelved books by subject according to Dewey Decimal System.
- Organized common reading areas, reshelfed books and performed cleaning duties such as vacuuming and dusting.
- Greeted visitors, answered questions and made book recommendations across subjects and genres.
- Gained strong understanding of various methods for cataloging books and other materials.
- Collected and processed fines on overdue library materials.
- Assisted patrons with library's computers and provided information on logging onto Internet.
- Closely monitored front desk visitors to maintain secure and clean environment.
- Examined incoming items for signs of damage and documented issues.
- Assisted patrons with finding and selecting book and materials using Online Public Access Catalog.
- Maintained circulation desk for lending of periodicals and books.
- Maintained secure environment by monitoring visitors at front desk.
- Assembled requested library and loaned materials for users.
- Kept detailed records of lending transactions and library users.
- Provided assistance and support to staff in regard to facility maintenance, security and services.
- Entered and updated lending transactions of library users.

- Promoted library at special events and community gatherings.
- Checked out and renewed materials, received overdue payment fees and answered phones at front desk.
- Advised card holders about library policies, hours and fees.
- Scanned and bagged books, movies, tapes, magazines and other items at check-out desk.
- Handled receipt processing for book, audio-visual and computer software inventories.

EDUCATION

○	Bachelor of Arts Christian Counselling World Mission University, Los Angeles, CA	<i>EXPECTED IN 05/2024</i>
○	Associate of Science Mathematics Georgia State University, Atlanta, GA	<i>05/2004</i>
○	Associate of Arts Drama & Theater Seoul Institute Of Art, Seoul, South Korea	<i>02/1996</i>