Kevin Tran

Retail Banker

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SUMMARY

Retail banker with 4 years of branch experience in Sacramento, moving from the teller line to account opening, consumer lending and cross-selling at a 12-branch bank. Uses Excel, Word and the rest of Microsoft Office to track referrals and client follow-ups, with the attention to detail branch audits demand.

EXPERIENCE

Retail Banker

05/2024 - Present

Capitol Valley Bank

Sacramento, CA

Regional bank with 12 branches in the Sacramento Valley.

- Meet with 12 walk-in and appointment clients a day on checking, savings, CDs and credit cards.
- Exceed monthly account opening goals, averaging **26** new accounts against a goal of 20.
- Sell personal loans and lines of credit, adding $380K in consumer lending in 2025.
- Maintain a referral and follow-up log in Excel and draft client letters in Word for 150 households.

Bank Teller

07/2022 - 04/2024

American River Credit Union

Sacramento, CA

Credit union with 45,000 members and 8 branches.

- Processed 110 transactions a day with **99.7%** accuracy and clean nightly cash handling counts.
- Referred 15 members a month to loan officers for auto loans and home equity lines.
- Resolved account questions by phone, cutting the branch call-back list by 30%.
- Completed annual BSA and fraud training with a 100% score both years.

Sales Associate (Part-Time)

09/2019 - 06/2022

Midtown Sacramento Outfitters

Sacramento, CA

Outdoor apparel and footwear store.

- Sold apparel and footwear to walk-in shoppers, averaging **$1,900** in sales per shift.
- Signed up 20 customers a month for the store rewards program.
- Balanced the register at close and prepared the daily bank deposit.

SKILLS

- Excel
- Microsoft Office
- Word
- Cash Handling
- Account Opening
- Consumer Lending
- Cross-Selling
- Deposit Products
- Customer Service
- Attention to Detail

EDUCATION

Bachelor of Science

05/2022

California State University, Sacramento

Sacramento, CA

Business Administration

CERTIFICATES

Notary Public Commission

08/2024

California Secretary of State