MONTEZ CARTER

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PROFESSIONAL SUMMARY

Detail-oriented banking professional with 4 years of experience seeking a Data Analyst role, offering a strong foundation in account reconciliation, data entry, record maintenance, and issue resolution. Experience reviewing account information, identifying discrepancies, researching solutions, and maintaining accurate financial records in high-volume environments. Proficient in Microsoft Excel, documentation, compliance, and cross-functional collaboration.

WORK EXPERIENCE

Wells Fargo — Personal Banker

Baltimore, MD | Mar 2024 – Present

- Manage client account servicing and financial transactions with a strong focus on accuracy and compliance with established policies and procedures.
- Resolve complex account issues by researching customer concerns, reviewing account details, and coordinating with internal departments to deliver timely solutions.
- Identify account discrepancies, investigate appropriate resolutions, and maintain accurate account records to support effective and prompt service.

Wells Fargo — Bank Teller

Baltimore, MD | Feb 2023 – Mar 2024

- Processed customer deposits, withdrawals, and account transactions accurately and efficiently.
- Balanced cash drawers daily, identified discrepancies, and resolved issues to maintain accurate cash handling records.
- Maintained precise documentation and safeguarded confidential customer and financial information in compliance with banking procedures.

Baltimore City Health Department — Intern

Baltimore, MD | Jul 2019 – Aug 2020

- Gained experience, exposure, and knowledge of career-specific procedures, systems, and record maintenance.
- Developed strong organizational and analytical skills by handling multiple tasks and analyzing program data simultaneously.
- Demonstrated ability to take initiative and work independently on assigned projects.
- Delivered final project presentations to communicate findings, share key data insights, and recommend program improvements.

EDUCATION

High School Diploma — Catonsville High School, Catonsville, MD — May 2022

SKILLS & PROFICIENCIES

- Financial Services & Banking Operations
- Data Entry & Record Maintenance
- Account & Issue Resolution
- Confidential Financial Information
- Documentation & Recordkeeping
- Customer & Vendor Communication
- SQL
- Account Reconciliation & Accuracy
- Financial Transaction Processing
- Microsoft Excel & Microsoft Office
- Compliance & Risk Management
- Analytical & Problem-Solving Skills
- Cross-Functional Collaboration