
Profile

Daniel

First Name

Gardner

Last Name

dcgardner0@bankofnc.com

Email Address

2620-2A Ingleside Drive

Street Address

Suite or Apt

High Point

City

NC

State

27265

Postal Code

What district do you live in? *☒ Within High Point Corporate Limits

Mobile: (336) 689-6310

Primary Phone

Home:

Alternate Phone

Bank of North Carolina

Employer

Which Boards would you like to apply for?

Board of Adjustment: Submitted

Citizens Advisory Council: Submitted

Historic Preservation Commission: Submitted

Housing Authority Board: Submitted

Human Relations Commission: Submitted

Planning & Zoning Commission: Submitted

Guilford County Historic Preservation Commission: Submitted

4

Ward you reside in?

Interests & Experiences

Please list any work, volunteer, and/or educational experience that you would like us to consider in the review of your application.

I have a resume I will be happy to send, I just don't have it currently on my work computer.

Upload a Resume

Have you participated in Leadership High Point?

☐ Yes ☒ No

If yes, please list the year in which you participated in Leadership High Point:

Gender

☒ Male

DANIEL C. GARDNER

2620 Ingleside Drive, High Point, NC 27265 • Home: 336-689-6310 • dgardner0@hotmail.com

Professional Summary

Seasoned Customer Service Professional with more than seven years of experience in a fast-paced retail and customer based type of environment. Excellent people skills and problem solving skills. Track record of achieving exceptional results in sales, multitasking duties and managing over 30 associates at any given time. Banker with high levels of integrity and accuracy.

Skills

- Cash handling expertise
- Advanced clerical knowledge
- Compliance, banking laws and regulations
- Savvy relationship-builder
- Goal-oriented
- Self-sufficient
- Detail-oriented
- Excellent time management skills
- Exceptional telephone etiquette
- Effective problem solver

Work History

Community Branch Banker , 12/2016 to Current

BB&T – Greensboro

- Maintained friendly and professional customer interactions.
- Executed customer transactions, including deposits, withdrawals, money orders and checks.
- Rapidly and efficiently prepared customer and ATM cash and change orders.
- Organized, stocked and maintained the teller window area.
- Sold cashier's checks and money orders.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Answered telephone inquiries on banking products including checking, savings, loans and lines of credit.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.

Personal Banker, 12/2015 to 10/2016

Bank of North Carolina – Asheboro, NC

- Determine customers' financial services needs and prepare proposals to sell services that address these needs.
- Prepare forms or agreements to complete sales.
- Enter customers' transactions into computers to record transactions and issue computer-generated receipts.
- Count currency, coins, and checks received, by hand or using currency- counting machine, to prepare them for deposit or shipment to branch banks or the Federal Reserve Bank.
- Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Prepare and verify cashier's checks.
- Sort and file deposit slips and checks.
- Identify transaction mistakes when debits and credits do not balance.
- Inform customers about foreign currency regulations and different currency fees.

Assistant Customer Service Manager, 09/2008 to 12/2015

Harris Teeter – High Point, NC

- Check to ensure that appropriate changes were made to resolve customers' problems.
- Investigated and resolved customer inquiries and complaints in an emphatic manner.
- Conducted annual performance reviews.
- Collaborated on hiring and termination decisions with upper management.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing

services for customers.

- Assign employees to specific duties.
- Perform work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
- Plan and prepare work schedules and keep records of employees' work schedules and time cards.
- Instruct staff/associates on how to handle difficult and complicated sales.

Server/Cashier/Host, 02/2005 to 08/2008

Libby Hill Seafood – High Point, NC

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Collect payments from customers.
- Greet guests and seat them at tables or in waiting areas.
- Speak with patrons to ensure satisfaction with food and service, to respond to complaints, or to make conversation.
- Take and prepare to-go orders.
- Operate cash registers to accept payments for food and beverages.
- Trained new employees Built loyal clientele through friendly interaction with customers, Prepare staff work schedules.
- Maintain sanitation, health, and safety standards in work areas.
- Clean, stock, and restock workstations and display cases.

Education

High School Diploma: Jun 2009

Southwest Guilford High School - High Point, NC

Associate of Arts: Hospitality/Hotel Management,
Guilford Technical Community College - Jamestown, NC
Hospitality/Hotel Management