

Bank Teller

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Summary

Accurate, personable bank teller with four years on a high-traffic branch line, processing 150 daily transactions with a flawless drawer-balancing record while referring members to products that grew branch deposits.

Experience

Lead Bank Teller, Community First Credit Union

2022 – Present

City, ST

- Processed an average of 150 member transactions daily, balancing a cash drawer to the penny for 22 straight months.
- Handled cash deposits and withdrawals exceeding \$40,000 per shift while following dual-control security procedures.
- Generated 60-plus qualified product referrals per quarter, contributing to a 9% rise in branch checking accounts.
- Identified and stopped three fraudulent check attempts, escalating each per Bank Secrecy Act procedures.
- Trained four new tellers on the teller system, balancing standards, and member-service expectations.
- Resolved member account questions at the window, holding a 4.7 of 5 service-survey score across the year.
- Maintained the branch vault and ATM cash levels, completing daily counts with zero recorded shortages.

Bank Teller, Riverbend Savings Bank

2020 – 2022

City, ST

- Completed roughly 120 transactions per day including deposits, withdrawals, transfers, and check cashing.
- Balanced the drawer at the close of every shift with an error rate well under the branch's tolerance.
- Processed loan and credit-card payments accurately, posting each to the correct member account.
- Verified member identity per Know Your Customer rules before completing sensitive transactions.
- Cross-sold savings and online-banking enrollment, meeting the monthly referral target each quarter.
- Kept the teller line moving during peak hours, keeping average member wait time under three minutes.

Education

High School Diploma

2016 – 2020

Community High School — City, ST

Skills

Cash handling · Drawer balancing · Transaction processing · Customer service · Product referrals · Fraud detection · BSA and AML compliance · Know Your Customer · Teller system operation · Vault and ATM balancing · Math accuracy · Confidentiality