



SOPHIA BROWN

Credit Union Teller

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PROFESSIONAL SUMMARY

Proficient Credit Union Teller with five years of experience delivering superior service and managing diverse financial transactions. Adept at executing deposits, withdrawals, and loan processes while ensuring compliance with regulatory standards. I thrive on building trust with members and enhancing their banking experience through personalized service and effective communication.

WORK EXPERIENCE

Credit Union Teller
Seaside Innovations Jan / 2022-Ongoing Santa Monica, CA

- 1. Managed cash and checks with meticulous attention to detail to verify endorsements and validity.
- 2. Educated members about Credit Union services, enhancing product awareness and usage.
- 3. Utilized Microsoft Office Suite to maintain records and generate reports.
- 4. Followed established procedures for various monetary transactions, ensuring accuracy.
- 5. Maintained a professional appearance to uphold the Credit Union's reputation.
- 6. Demonstrated ethical decision-making in handling large cash volumes.
- 7. Processed over 100 transactions daily, ensuring accuracy and efficiency in cash handling.

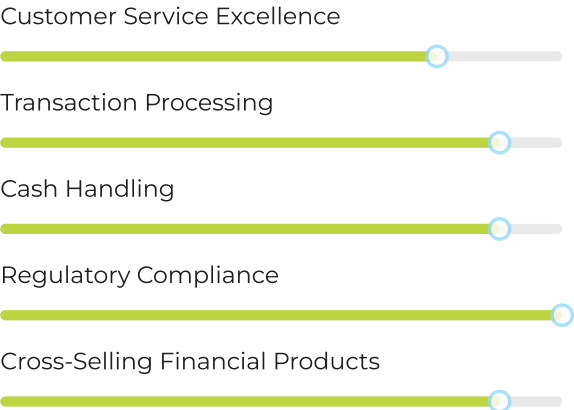
Credit Union Teller
Summit Peak Industries Jan / 2020-Jan / 2022 Denver, CO

- 1. Managed account closures and communicated effectively with members regarding their accounts.
- 2. Facilitated the opening and closing of savings and checking accounts.
- 3. Processed lien releases for paid loans efficiently.
- 4. Handled ACH transactions and accurately balanced the Credit Union's accounts.
- 5. Assisted members with various transactions including withdrawals, deposits, loan payments, and currency exchanges.

EDUCATION

Associate of Applied Science in Business Management
Springfield Community College Jan / 2018 Jan / 2020 Portland, OR
Focused on financial management and customer service principles.

SKILLS



INTERESTS

- Podcasts
- Language Learning
- Dancing
- Cycling

STRENGTHS

- Intuition
- Leadership
- Listening
- Mentorship

LANGUAGES



ACHIEVEMENTS

- Achieved a 98% member satisfaction rating through exceptional service.
- Processed over 1,500 transactions monthly with zero discrepancies.
- Increased cross-sell rate by 15% through proactive member engagement.