



Anna Roberts

Bank Teller

Head teller with 11 years of branch experience, including 5 leading teller lines of 4-8 staff. Owns vault, ATM, audit prep, and teller coaching. Strong record reducing drawer outages, lifting referral numbers, and passing internal audits without findings.

CONTACT INFORMATION



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KEY SKILLS

- Teller line supervision and coaching
- Vault, ATM, and TCR operations
- Internal audit prep and response
- BSA/AML, CTR, SAR, OFAC screening
- Fraud and kiting detection
- Cash forecasting and Brinks orders
- Fiserv Premier, Jack Henry SilverLake
- Referral programs and scorecards
- Scheduling and PTO coverage
- Customer escalation and complaint resolution

PROFESSIONAL EXPERIENCE

Head Teller | Narragansett Heritage Bank, Providence, RI
2021 - Present

- Lead a team of 7 tellers at a flagship branch averaging \$4.2M in weekly cash flow.
- Reduced drawer outages by 62% in first year through new dual-control counts and shift handoff checklists.
- Passed three consecutive internal audits with zero findings on cash, negotiable items, or BSA logs.
- Manage vault buy/sell, ATM replenishment, and weekly Brinks orders averaging \$480K.
- Coach team on referrals, lifting branch referral revenue 28% year over year.

Lead Teller | Bayview First Federal, Warwick, RI
2018 - 2021

- Supervised teller line of 5 during peak shifts; covered head teller PTO and audits.
- Built a referral scorecard adopted across 4 branches in the district.
- Trained 14 new tellers across three years; 9 promoted into universal banker roles.
- Reviewed daily proof work and resolved out-of-balance items before close.
- Served as branch BSA point person, including CTR submissions and SAR support.

Teller II | Atlantic Shoreline Credit Union, Warwick, RI
2015 - 2018

- Handled 200+ transactions per day with 99.7% accuracy across three years.
- Promoted from Teller I within 11 months based on accuracy and referral metrics.
- Identified a kiting pattern on a member account, escalated, and prevented around \$18K in losses.
- Trained on member business services, including merchant deposits and coin orders.

Teller | Eastview Savings Bank, Cranston, RI
2013 - 2015

- Opened and closed branch on rotating schedule including Saturday hours.
- Balanced TCR and drawer with under \$10 variance over an 18-month stretch.
- Helped pilot the bank's first mobile deposit support desk for walk-in customers.
- Maintained service survey scores above 90% for six straight quarters.

EDUCATION

Bachelor of Arts in Communication, Rhode Island College, 2013

ABA Certificate in Branch Management, 2022

BSA/AML Officer Training (continuing), 2020-2024