

Jessica Taylor

Bank Teller

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Bank teller with 5 years of retail branch experience handling high-volume cash transactions, account openings, and customer escalations. Known for accurate drawer counts, strong cross-sell results on checking and savings products, and a calm presence during busy Saturday hours.

Professional Experience

Senior Teller, Cardinal Trust Bank, Charlotte, NC
2022 – Present

- Process 180-220 transactions per shift across cash, checks, wires, and night deposits with zero drawer outages in the last 14 months.
- Refer customers to the personal banker team, contributing to \$1.4M in new deposit balances during 2023.
- Train new tellers on the Fiserv platform, BSA basics, and check fraud red flags; 4 of 5 trainees promoted within a year.
- Spot a counterfeit \$100 bill pattern tied to a local scam, escalate to branch manager, and prevent further losses.
- Run the vault for a 6-teller branch, including daily ATM balancing and Friday cash orders averaging \$325K.

Teller, Cardinal Trust Bank, Charlotte, NC
2020 – 2022

- Maintained 99.6% transaction accuracy across an average 175 transactions per day.
- Opened 12-18 new checking accounts per month and consistently exceeded quarterly referral goals.
- Handled Spanish-speaking customers for the branch, covering loan inquiries and account servicing.
- Recognized as Teller of the Quarter twice for service scores above 92%.

Education

Associate of Applied Science in Business Administration, Central Piedmont Community College, 2020

BSA/AML Annual Certification, completed 2021-2024

Key Skills

- Cash handling and drawer balancing
- BSA/AML and CTR reporting
- Account opening (checking, savings, CDs)
- Wire transfers and cashier's checks
- Fiserv Premier, Jack Henry Silverlake
- Check fraud and counterfeit detection
- Cross-sell and product referrals
- Vault and ATM balancing

- Bilingual: English / Spanish