JULIAN MERCER

BANK TELLER

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PROFESSIONAL SUMMARY

Bank Teller with 3+ years serving retail customers at busy branches. Processes deposits, withdrawals, and cashier's checks accurately, follows BSA and fraud-prevention procedures, and refers customers to bankers for accounts and loans when a need comes up.

PROFESSIONAL EXPERIENCE

Lead Teller Aug 2024 - Present
Wells Fargo, Charlotte, NC

- Coordinate a team of six tellers at a branch handling about 450 transactions a day, and balance every drawer and the vault within policy.
- Schedule teller coverage around lunch hours and payday peaks, which kept average customer wait times under four minutes.
- Train new tellers on cash handling and fraud checks in their first two weeks, and the last five hires all passed the branch audit.
- Flag suspicious cash activity and complete currency transaction reports correctly, passing each quarterly branch compliance review.
- Referred 14 customers a month on average to personal bankers, and about a third opened new accounts or loans.
- Resolve account disputes and fee questions at the teller line, with 90% settled without escalation to a manager.

Bank Teller Jun 2023 - Jul 2024

- Processed deposits, withdrawals, and transfers with a cash-handling variance under $5 per month across the year.
- Spotted a counterfeit bill and an altered check, and followed escalation steps that protected the branch from a combined $1,800 loss and led to a report to the bank's fraud team.
- Raised customer survey scores for friendliness from 88% to 94% by greeting lines and moving quick transactions to a fast lane.
- Processed cashier's checks, money orders, and wire requests with identification checks and had no returned items for errors in the last year.
- Prepared coin and large cash orders for 20 small business customers and kept their weekly deposits accurate.

Teller Jan 2022 - May 2023
Truist, Raleigh, NC

- Handled up to 120 customer visits a shift and kept wait times short during Friday and month-end peaks.
- Taught customers to use mobile deposit and the app, moving about 20% of the branch's check deposits off the counter.
- Opened checking and savings accounts under supervision and completed identity verification steps without exceptions.
- Balanced a $30,000 cash drawer at close each night and reported zero unresolved differences over 12 months.
- Completed annual compliance and anti-fraud training and used it to flag three possible elder fraud cases for the branch manager.
- Cross-trained on loan payments and referred eligible customers to bankers, producing about ten qualified referrals a month.
- Counted and shipped excess cash to the vault and cash center on schedule, with no discrepancies on any shipment.

CORE SKILLS

Cash handling | Deposits and withdrawals | Cashier's checks | Wire transfers | Bank Secrecy Act | Fraud detection | Customer service | Account opening | Drawer balancing | Currency transaction reports | Cross-selling | Teller systems | Ten-key typing

EDUCATION

Associate Degree in Business Administration, Central Piedmont Community College, Charlotte, NC

CERTIFICATIONS

ABA Teller Certificate (American Bankers Association) | Anti-Money Laundering Basics Training