Janelle Vargas

Columbus, OH · janelle.vargas@example.com · (614) 555-0107 · linkedin.com/in/example-janelle-vargas

My Key Qualifications

- **Balanced within $5 on 11 of 12 monthly audits** on a high-volume community bank teller line.
- Daily use of **Fiserv DNA**, check scanners, currency counters, and cash recyclers at Park National Bank.
- Applies **BSA/AML, OFAC, CIP, and Reg CC** procedures on every transaction, including holds and identity verification.
- Recorded **19 warm referrals in 6 months** for checking, savings, CDs, and online banking from teller interactions.
- Cut average drive-thru wait time **by 2 minutes** during Saturday peak periods.
- Capstone project on digital banking enrollment lifted sign-up completion **14%** in a 6-week test.
- BS in Business Administration (Finance), Ohio State, 2025, with coursework in Money and Banking.

Experience

Bank Teller I — **Park National Bank**, an Ohio-based regional community bank

Oct 2025 – Present · 1 yr 1 mo

- Process deposits, withdrawals, check cashing, loan payments, cashier's checks, and money orders at the teller line and drive-thru, following established branch procedures.
- Balanced within $5 on 11 of 12 monthly audits on a high-volume community bank teller line by reconciling drawer activity at shift end, reviewing transaction logs, and escalating differences promptly to the head teller.
- Verify customer identity, review endorsements, place holds, and document every transaction in Fiserv DNA under BSA, AML, OFAC, CIP, and Reg CC procedures.
- Cut average drive-thru wait time by 2 minutes during Saturday peak periods by grouping routine transactions, preparing common forms in advance, and coordinating lane coverage with adjacent tellers.
- Recorded 19 warm referrals in 6 months for checking, savings, CD, and digital banking products by asking brief needs-based questions and introducing customers to bankers for follow-up.
- Operate branch tools including cash recyclers, currency counters, and check scanners, and use Microsoft Outlook and Excel for daily branch communication and documentation.

Education

- **The Ohio State University** — Bachelor of Science in Business Administration in Finance · 2021 – 2025 · Coursework: Money and Banking, Financial Institutions, Business Analytics, Operations Management

Sample resume made with Specific Resume · specificresume.com

Projects

- **Digital Banking Enrollment Capstone**
  Customer-adoption analysis and branch playbook for a local nonprofit credit counseling client to improve digital banking sign-up messaging for first-time users. Pilot recommendations increased online banking sign-up completion by 14% across a 6-week student-run test.
  Tech: Microsoft Excel, SurveyMonkey, PowerPoint
- **Deposit Operations Controls Review**
  Banking operations course project analyzing teller balancing and funds-availability scenarios and mapping exception handling steps for a mock branch. Reduced simulated posting errors from 8 to 3 during the final case exercise.
  Tech: Microsoft Excel, Visio, Check Scanner

Skills

- **Teller & Branch Operations:** Cash Handling, Teller Operations
- **Compliance & Procedures:** BSA/AML and OFAC Procedures, Reg CC Holds
- **Core Banking Systems & Branch Tools:** Fiserv DNA, Check Scanners, Currency Counters
- **Software:** Microsoft Excel