# Terrence Boudreaux

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## My Key Qualifications

- **5 years of teller experience**, the last two at a credit union after starting at First Bank in October 2021.
- Processes about **180 transactions weekly** with only 2 teller differences in the last 12 months at a busy credit union branch.
- Hands-on with **Symitar Episys**, Verafin, and NCR Interactive Teller, plus Fiserv and Diebold Nixdorf ATM platforms from earlier branch work.
- Balances drawer, vault buys and sells, and ATM settlements under dual control; cut ATM settlement completion **from 45 minutes to 30** with standardized checklists.
- Fraud review in Verafin with CTR documentation under BSA, AML, OFAC, CIP, and Reg CC; **14 escalated alerts led to 5 confirmed account-protection actions**.
- Drives referral and digital adoption goals during routine interactions: **67 online banking and mobile deposit enrollments** in 9 months and 41 qualified referrals in a year.
- **Notary Public** commissioned by the State of North Carolina.

## Experience

### **Bank Teller** — **Founders Federal Credit Union**, a Southeastern credit union serving consumer and business members

Apr 2023 – Present · 3 yrs 7 mos

- Process the full range of teller transactions, including deposits, withdrawals, transfers, loan payments, official checks, cash advances, and night drop, with 2 teller differences across the last 12 months on about 180 weekly transactions.
- Balance cash drawer, vault buys and sells, and ATM settlements under dual-control procedures, and cut average ATM settlement time from 45 minutes to 30 minutes by standardizing settlement checklists and reconciling activity against NCR records.
- Review transactions for fraud indicators in Verafin and complete CTR documentation while following BSA, AML, OFAC, CIP, and Reg CC requirements; 14 escalations led to 5 confirmed account-protection actions.
- Resolve routine member account issues, complete maintenance requests, and support debit card servicing and online banking enrollment, including 67 online banking and mobile deposit enrollments completed in 9 months.
- Identify member needs during transactions and hand members to platform staff, recording 41 qualified referrals for deposit and card products in one year.
- Use Symitar Episys for daily transaction processing, end-of-day reconciliation, and exception review before close.

### **Teller** — **First Bank**, a North Carolina community bank

Oct 2021 – Mar 2023 · 1 yr 5 mos

- Balanced a cash drawer accurately in 17 of 18 months in a high-cash branch, reconciling drawer activity daily and reviewing exception items before final proof.
- Lowered monthly transaction correction tickets from 6 to 2 by double-checking endorsements, account numbers, and hold requirements before posting.
- Placed Reg CC holds, serviced debit card requests, and answered customer questions on branch deposit products.

## Education

- **University of North Carolina at Charlotte** — Bachelor of Science in Business Administration · 2017 – 2021

## Skills

- **Branch & Teller Operations:** Teller Operations, Vault Balancing, ATM Settlement, Digital Banking Enrollment
- **Compliance & Fraud:** CTR Documentation, BSA/AML, OFAC, and CIP, Reg CC Holds
- **Core Banking & Tools:** Symitar Episys, Verafin, NCR Interactive Teller, Microsoft Excel

## Certifications

- **Notary Public** – State of North Carolina (2024)