**Andrew Hur**

Phone: (224) 392-4660 | Email: ATHur1104@gmail.com

**Summary**

Friendly and accurate bank professional with experience helping customers in the Champaign-Urbana area. Seeking to utilize extensive knowledge of banking, processing deposits, withdrawals, transfers and answering financial questions to become the next bank teller supervisor at CIBM

**Experience**

**Quality Assurance Analyst**

Deep Silver Volition - Champaign, IL

December 2019 to Present

**Key Qualifications & Responsibilities**

* Quality assurance tester of a video game product using attention to detail to find issues within the product, effectively identify and communicate what an issue is
* Effectively communicate with team and management to keep effective workflow
* Accurately maintained proper paperwork and documentation within compliance

**Retail Help Desk**

CIBM Bank - Champaign, IL

Oct 2017 to Nov 2019

**Key Qualifications & Responsibilities**

* Legal document assessment, assessing the risk of customer's documentation is acceptable for the retail bank to take on
* Online banking assistance, assisting customers that send messages to customer service via their online banking
* Assisted clients with various questions and concerns related to their accounts and bank products
* Assisted retail banks regarding operating procedures and inquiries regarding unique retail scenarios
* Compiling daily reports using Excel and data sets

**Education**

**Bachelor of Arts in Philosophy**

University of Illinois at Champaign - Champaign, IL