

Nathaniel Kauffman

(804) 399-0347

NateKauffman91@gmail.com

Professional Experience

Sonabank | Personal Banker

August 2020 - May 2021

- Assisting clients with account balances, and history
- Processing client transactions including commercial deposits, loan payments and money transfers
- Vault custodian - Maintaining a vault containing money used for all transactions.
- Ordering and shipping money to FRB
- Account Maintenance - Opening/Closing account, adding signers, ordering new and closing lost debit cards
- Solved technical issues with clients' apps, and online banking

Suntrust | Bank Teller

August 2018 - July 2020

- Processing client transactions including commercial deposits, foreign drafts, change orders, ordering foreign currency, and money transfers
- Promoting bank services to both clients, and non clients
- Assisting in technical issues with clients' apps, and online banking

GAT Air Ground Support | Office Administrator

June 2015 - August 2018

- Oversaw payroll functions for 50 employees, making corrections as needed via shift reports
- Managed recruiting process including screening and interviewing applications for positions with GAT and conducting new employee orientation
- Managed new hire employment documentation, including completing criminal background checks in ADP, FAA badgins (SIDA Clearance) and I-9 documentation, and updating employee information into HRIS system
- Tracked full usage, equipment maintenance, and out of scope hours for weekly reports sent to corporate
- Aided in software troubleshooting and hardware repairs on computers, printers, and laptops

EDUCATION

Virginia Commonwealth University, *B.A in History*

John Tyler Community College, *A.S. in General Studies*

Programs

Enterprise Teller

Channel Link

ADP

Nova Time

Microsoft Office Suite

Skills

Cash handling experience

Ability to work independently and in team settings

Computer hardware replacements and software troubleshooting

Over seven years of customer service experience

References

Available upon request

Certifications

CompTIA A+ 220-1101 & 220-1102 (Core 1&2)

CompTIA Network+ N10-007

CompTIA Security+ SY0-601