Jordan Moureau

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👤 Profile

With 2 years of experience as a Credit Union Teller, I have developed strong skills in cash handling, customer service, and cross-selling banking products and services. At Spokane Teachers Credit Union, I process an average of 100 customer transactions daily, with a high level of accuracy and attention to detail. I also educate clients on various banking options, resulting in a 30% increase in cross-selling opportunities. I resolve customer inquiries and concerns promptly and professionally, maintaining a high level of customer satisfaction. I balance my cash drawer at the end of each shift, ensuring all transactions are accounted for and reconciled accurately.

In addition to my banking experience, I have a passion for graphic design and web development. I have completed several courses on Codecademy, learning CSS, SASS, React, and JavaScript, and I am currently pursuing a certificate in Front End Developing. I have a background in graphic design, having studied it at California College of the Arts and Lander University. I have also taken courses in photography and Microsoft Excel, enhancing my creative and analytical skills. I am eager to apply my knowledge and skills in a dynamic and innovative environment, where I can contribute to the success of the team and the organization.

💼 Work Experience

11/2022 – present
Spokane, Washington, United States

Credit Union Teller
Spokane Teachers Credit Union
- Processed an average of 100 customer transactions daily, including deposits, withdrawals, and account transfers, with exceptional accuracy and attention to detail
- Educated clients on various banking products and services, resulting in a 30% increase in cross-selling opportunities
- Resolved customer inquiries and concerns promptly and professionally, maintaining high levels of customer satisfaction
- Balanced cash drawer at the end of each shift, ensuring accurate reconciliation of all transactions
- Received an award for outstanding customer service skills and achieved a company record for the most investment referrals in the institution's history
- Single-handedly met more than half the yearly branch goal for outside referrals in 2023.

07/2022 – 11/2022

Member Services Specialist
Idaho Central Credit Union
- Executed daily transactions with precision and efficiency, including deposits, withdrawals, and loan payments
- Facilitated product explanations, and account issue resolutions for customers
- Conducted end-of-day balancing processes to ensure accountability of all cash transactions
- Received consistent praise for exceptional customer service interactions
- Achieved top rankings for referral generation and quickly acquired new skills to become a valuable resource for colleagues

🎓 Education

11/2022 – 12/2023

Front End Developing
codecademy
- Developed and designed responsive websites and web applications using HTML, CSS, and JavaScript during coursework and personal projects.
- Completed several projects showcasing proficiency in front-end development,

♗ Education

incorporating best practices in coding and user experience design.

08/2014 – 04/2015

Graphic Design
California College of the Arts
- Developed proficiency in Adobe Creative Suite through coursework and hands-on projects.
- Collaborated with classmates on group design projects, showcasing teamwork and communication skills.

08/2012 – 01/2014

Photography | Graphic Design
Lander University
- Awarded scholarship for exceptional photography portfolio
- Organized and executed a photography exhibition
- Collaborated with peers to create a visually captivating photo series, featured in school newspaper
- Proficiently utilized advanced editing software to enhance and retouch images for class assignments

08/2011 – 04/2012

Art
Gainesville State College

- Completed advanced coursework in art history, gaining a comprehensive understanding of various artistic movements
- Demonstrated proficiency in various artistic mediums, including painting, drawing, and sculpture
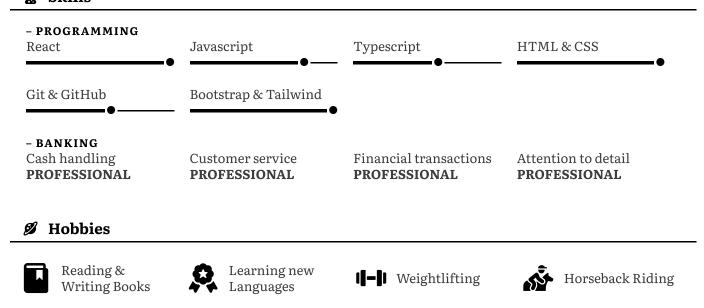
☑ Certificates

07/2023

Learn JavaScript Course
Codecademy

07/2023

Learn Sass Course
Codecademy

06/2023

Learn Bootstrap Course
Codecademy

06/2023

Learn jQuery Course
Codecademy

04/2023

Learn CSS: Flexbox and Grid Course
Codecademy

04/2023

Learn Intermediate CSS Course
Codecademy

01/2024

Typescript
Code with Mosh
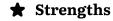
⚗ Skills

– LANGUAGES (EXAMPLE)

English

French

Spanish

Skills

– PROGRAMMING

React	Javascript	Typescript	HTML & CSS

Git & GitHub	Bootstrap & Tailwind

– BANKING

Cash handling	Customer service	Financial transactions	Attention to detail
PROFESSIONAL	**PROFESSIONAL**	**PROFESSIONAL**	**PROFESSIONAL**

Hobbies

Reading & Writing Books

Learning new Languages

Weightlifting

Horseback Riding

Hiking Mountain Tops

Strengths

Customer service   Attention to detail   Communication skills   Multitasking

Proficient coding skills   Strong problem-solving   Analytical mindset   Team collaboration

Attention to detail   Adaptability to change