

Ben Yahweh

Bank Teller Line Supervisor - Chase Bank

Fort Worth, TX - Email me on Indeed: [indeed.com/r/Ben-Yahweh/c65d380fd233d160](https://www.indeed.com/r/Ben-Yahweh/c65d380fd233d160)

obtain a permanent position with an organization in which I can grow and utilize my knowledge and skills to advance within the company.

Authorized to work in the US for any employer

WORK EXPERIENCE

Bank Teller Line Supervisor

Chase Bank - Fort Worth, TX -

June 2017 to Present

- Review and Approve teller transactions for customers including deposits, withdrawals, loan payments, check cashing, overrides and examine check endorsement when necessary
- When necessary a place hold on accounts for uncollected funds and review large account transactions for suspicious activity
- Conduct random Teller audits by balancing currency, coin, and checks in cash drawer at the end of the shift and compare total amounts with data displayed on computer.
- Resolve customer disputes and complaints
- Ensure tellers provide prompt, efficient, confidential and accurate service in processing transactions
- Conduct side by side training once teller has completed and past mandatory training classes
- Recognize customer needs for services and maintain product knowledge and services
- Cross sell products and services based on customer needs and refer customer to other lines on business when appropriate
- Conduct side by side training once teller has completed and past mandatory training classes

Bank Teller

Chase Bank - Fort Worth, TX -

June 2016 to June 2017

- Receive and process customer banking transactions including typing, answering questions by telephone and resolving customer disputes
- Reconciliation by balancing general ledger mail log and check total batches to bank deposits in order to ensure accuracy
- Cross sell products and services based on customer needs and refer customer to other lines on business when appropriate
- Maintain knowledge of compliance and federal laws and regulations
- Provide friendly, courteous, and professional customer service
- When necessary a place hold on accounts for uncollected funds and review large account transactions for suspicious activity
- Resolve customer disputes and complaints
- Provide prompt, efficient, confidential and accurate service in processing transactions
- Recognize customer needs for services and maintain product knowledge and services

Manager

Kroger - Fort Worth, TX -

December 2008 to March 2016

- Assist store manager and team members to ensure customer has a pleasant shopping experience
- Serve as a liaison to Store Manager, District Manager on the effectiveness and Division merchandising and operational plans
- Assist in staffing, reducing turnover, labor, and supply cost daily
- Daily Cashier Operations
- In charge of training new employees

EDUCATION

Erudite Homeschool Academy - Irving, TX

December 2013

SKILLS

Excel (Less than 1 year), Microsoft Office (Less than 1 year), MS OFFICE (Less than 1 year), Outlook (Less than 1 year), Windows XP (Less than 1 year), Proficient with Iphone and Android devices including phones and tablets (10+ years)

ADDITIONAL INFORMATION

- Strong leadership with exceptional customer service and people skills
- Ability to multi task and strong attention to detail
- Works well independently or with a team
- Ability to adapt to change
- Several years management and team building
- Strong computer knowledge including troubleshooting using cell phones, printers, computers, customer issues and network connectivity
- Knowledge of Banking, Compliance and Federal Laws and regulations including Bank Secrecy Act (BSA)
- Proficient in Cash Management and Financial Services

Skills

Proficient in Microsoft Office, Excel, Outlook, Access, Word, Power Point
Windows XP, Windows 10