

Eva Holbrook

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Objective

I plan to complete a Bachelor's Degree in Visual Art and Design with a possible emphasis on either Illustration or Animation.

Experience

Market Lead Teller at America First Credit Union

May 2011 - Present

I earned a promotion to a full Lead Teller position in May 2011. I still had all of the previous expectations to perform, but I now had even more duties assigned to me. I am now personally responsible for the development and performance of each of my tellers. I conduct one on ones with them on a monthly basis. I perform evaluations for them every 6 months. I conduct 30, 60, and 90-day reviews for new tellers in my branch and in the rest of the market. I keep track of the attendance and punctuality of each teller. I still manage my own drawer and the vault. I make sure we have enough cash in the branch by making orders or selling it back to Loomis when need be. I assign duties and delegate responsibilities effectively. I train my Back Up Lead Teller how to be a Lead Teller. I participate in New Hiring interviews. I still handle scheduling for our branch, but I also schedule coverage for other branches when the need arises.

Market Back Up Lead Teller at America First Credit Union

June 2010 – May 2011

I earned a promotion to Back Up Lead Teller in June 2010. I was expected to perform all that was asked of me before, but additional tasks were asked of me as well. I was now expected to watch the teller line and help it run smoothly. I was to be available at all times to approve check and cash limits for the tellers. It was expected that I would have sufficient knowledge to help the tellers and the members. I was expected to keep tellers on track and working within the code of conduct. I trained new tellers for our branch and other branches in the market. I managed my personal drawer everyday as well as vault cash several times a week. I also made up schedules on a weekly basis and scheduled tellers for trainings.

Teller

February 2008 – June 2010

My duties included performing financial transactions, answering questions, and cross-selling various products to members of the credit union. I was also responsible for helping to open the branch each morning, help to close it at night. I had exclusive responsibility for my teller drawer and making sure it balanced each night. I was expected to learn about all the products and services offered to our members. I was also expected to hold to a set of core values set by the credit union. These core values included: a clear sense of service, a clear sense of purpose, personal ownership and responsibility, integrity, trust and respect, and enjoyment and fun.

Education

Salt Lake Community College

January 2012 - Present

I am currently working to complete my General Education courses before I move on to work on my Visual Art and Design Degree.

Brigham Young University - Idaho

January 2007 – April 2007

I started as a Communications major, but left the campus officially undecided to get married later that year.

Skills

I am service oriented, positive, optimistic, organized, mature, hands-on, hardworking, fair, competent, driven, focused, flexible, committed, meticulous, reliable, responsible, seasoned, and self-directed.