# Aaliyah Brooks

## Associate Banker

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## Summary

Associate banker with 10 months at a Detroit savings bank after 3 years of part-time cash handling at a busy grocery store. Processes teller transactions, opens accounts and teaches customers digital banking, using sound judgment and problem solving on fraud and ID questions. Holds a finance degree from Wayne State University and works Saturdays.

## Experience

### Associate Banker

Motor City Savings Bank — Detroit, MI — 01/2026 - Present

Neighborhood savings bank with 12 branches in Wayne County.

- Process 90 teller transactions a day, from deposits and check cashing to loan payments, with a balanced drawer.
- Conduct account opening for 10 new customers a month, then set up debit cards, overdraft choices and account alerts.
- Set up digital banking and mobile deposit for 60 customers a month, the top rate among 5 branch staff.
- Identify check fraud and gift-card scam patterns, stopping **$14,000** in suspect withdrawals for older customers in 2026.

### Cashier (Part-Time)

Eastern Market Grocers — Detroit, MI — 08/2022 - 12/2025

Independent grocery store with 2 locations and about 3,000 shoppers a day.

- Handled about **$6,000** a shift in cash and card payments, with nightly till counts within $1.
- Resolved price, coupon and refund problems for 150 customers a shift, most without calling a manager.
- Trained 8 new cashiers on register procedures, cash handling rules and ID checks for age-restricted items.
- Counted and verified safe drops at close, with no variance in 2 annual store audits.

## Education

### Bachelor of Business Administration

Wayne State University

Finance

Detroit, MI

12/2025

## Skills

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|---|---|---|---|---|---|---|---|
| Cash Handling | — | Teller Transactions | — | Account Opening | — | Digital Banking |
| Fraud Prevention | — | Check Cashing | — | Microsoft Office | — | Excel |
| Problem Solving | — | Customer Service | | | | |

## Certificates

### Bank Teller Certificate

American Bankers Association

04/2026