Noah Fitzgerald

Float Teller

Float teller with 4 years of teller experience, covering open shifts across 7 branches of a Michigan community bank. Learns each branch's routine quickly, keeps cash handling accurate under dual control, and holds customer service steady during vacations, staff shortages and Saturday hours.

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Experience

Float Teller

Grand River Community Bank • Grand Rapids, MI

01/2024 - Present

Community bank with 7 branches in Kent and Ottawa counties.

- Support **7** branches on short notice, working 4 to 5 locations a month to fill vacation and sick shifts.
- Run 85 transactions a day, including check processing, loan payments and cash advances.
- Balance the cash drawer at each branch, with 1 variance over $5 across 230 shifts in 2025.
- Manage branch opening and closing as a key holder, following dual control and Bank Secrecy Act procedures.

Teller

Fulton Street Credit Union • Grand Rapids, MI

05/2022 - 12/2023

Single-branch credit union with 12,000 members.

- Processed **70** member transactions a day with 99.7% accuracy.
- Resolved 20 customer service issues a week, from card disputes to overdraft questions.
- Referred 12 members a month to loan officers through cross-selling at the window.
- Opened 6 new checking and savings accounts a month for walk-in members at the teller line.

Customer Service Associate (Part-Time)

Eastown Hardware • Grand Rapids, MI • 09/2020 - 04/2022

Independent hardware store with a key and paint counter.

- Handled $2,500 in cash and card sales a shift at the front register.
- Mixed paint and cut keys for 30+ customers each weekend shift.
- Opened the store 2 mornings a week, counting the safe and setting up 3 registers.

Skills

Customer Service
Cash Handling
Check Processing
Dual Control
Bank Secrecy Act (BSA)
Cross-Selling
Branch Opening and Closing
Teller Experience
Attention to Detail
Adaptability

Education

Associate of Arts

Grand Rapids Community College

Grand Rapids, MI

05/2022

Business