Hannah Sorensen

HEAD TELLER

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Summary

Head teller with 9 years of teller experience, leading 5 tellers at a branch that handles 1,200 transactions a week. Owns vault management, teller schedules and BSA/AML compliance checks, and works independently when the branch manager is out.

Skills

- **Teller Experience**
- **Customer Service**
- **Cash Handling**
- **Vault Management**
- **BSA/AML Compliance**
- **Teller Schedules**
- **Coaching**
- **Dual Control**
- **Attention to Detail**
- **Interpersonal Skills**

Experience

Head Teller 05/2021 - Present

Dakota Plains Bank Sioux Falls, SD

Community bank with 8 branches in eastern South Dakota.

- Direct **5** tellers through daily opening, balancing and closing, posting a 99.9% accuracy rate in 2025.
- Balance the vault and 2 ATMs weekly, keeping cash within 3% of the branch order target.
- Review CTRs, monetary instrument logs and holds for BSA/AML compliance, with no exceptions on 3 exams.
- Lead weekly coaching on customer service and referrals, raising branch referrals from 40 to 65 a month.

Senior Teller 07/2017 - 04/2021

Big Sioux Federal Credit Union Sioux Falls, SD

Credit union with 6 branches; promoted from teller to senior teller in 2019.

- Handled commercial deposits and cash orders for **60** business members.
- Trained 8 new tellers on cash handling, holds and the teller system.
- Counted and verified 2 armored-car shipments a week under dual control.
- Settled member complaints at the window before they reached the branch manager.

Cashier (Part-Time) 08/2015 - 06/2017

Phillips Avenue Grocery Sioux Falls, SD

Locally owned grocery store with 8 checkout lanes.

- Handled $4,000 in cash, card and check sales per shift with a balanced till at close.
- Approved check payments against the store's verification list, catching 3 bad checks a month.
- Trained 5 new cashiers on the register, coupons and age-restricted sales.

Education

Associate of Applied Science 05/2017

Southeast Technical College Sioux Falls, SD

Business Management