Ethan Kowalski

Interactive Teller

Interactive teller who serves members through video banking at 24 interactive teller machines across 12 branches, after 1.5 years as an in-branch teller. Handles identity verification, deposits, check cashing and loan payments remotely, with the same cash handling accuracy as a teller window.

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EXPERIENCE

Interactive Teller

02/2025 - Present

Lakeshore Federal Savings

Milwaukee, WI

Savings bank serving southeast Wisconsin through branches and video-enabled teller machines.

- Complete 110 video sessions a day on interactive teller machines, averaging under 3 minutes each.
- Verify customer identity with ID scans, security questions and signature cards before withdrawals over $500.
- Approve check cashing and holds remotely, reviewing images of 400+ checks a week for endorsements and alterations.
- Escalate suspicious activity to the BSA team, filing 7 unusual activity referrals this year.

Teller

07/2023 - 01/2025

Cream City Credit Union

Milwaukee, WI

Downtown branch of a 5-branch credit union.

- Processed 75 deposits, withdrawals and transfers a day at a busy downtown window.
- Balanced the cash drawer daily, ending 2024 with zero variances over $10.
- Answered account and loan questions with friendly customer service, referring 10 members a month to loan officers.
- Opened 8 new checking and savings accounts a month during slow afternoon hours at the window.

SKILLS

Video Banking

Interactive Teller Machines

Identity Verification

Check Cashing

Cash Handling

Customer Service

Bank Secrecy Act (BSA)

Remote Deposit Review

Multitasking

Communication Skills

EDUCATION

Associate of Applied Science

05/2024

Milwaukee Area Technical College

Milwaukee, WI

Accounting

CERTIFICATES

BSA/AML Frontline Training

03/2025

Lakeshore Federal Savings