Brandon Mitchell

Lead Teller

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Summary

Lead teller with 9 years in branch banking, running a 6-person teller line at a Tampa branch with $140M in deposits. Schedules and runs teller training, owns vault management and audit preparation, and steps onto the busiest windows to keep customer service waits under 5 minutes.

Experience

Lead Teller

03/2022 - Present

Hillsborough Bay Bank Tampa, FL

Regional bank branch with 6 teller windows and 3 drive-thru lanes.

- Supervise a teller line of **6**, building schedules that cover 6-day hours and drive-thru lanes.
- Deliver teller training to every new hire, cutting time to solo window work from 4 weeks to 2.
- Oversee the vault and 3 ATMs, earning clean results on 4 internal audits in a row.
- Raise branch referrals 25% by coaching tellers on cross-selling during routine transactions.

Senior Teller

06/2019 - 02/2022

Westshore Community Bank Tampa, FL

Community bank with 4 branches.

- Approved overrides and large cash withdrawals up to **$20,000** for a 4-window line.
- Reviewed CTRs and Bank Secrecy Act logs daily for 5 tellers before the end-of-day close.
- Balanced the branch cash drawer and coin vault weekly with dual control.

Teller

05/2017 - 05/2019

Ybor Federal Credit Union Tampa, FL

Credit union serving 25,000 members.

- Processed **80** member transactions a day with careful cash handling.
- Resolved account and card questions for walk-in members, earning 4 service awards from branch surveys.
- Opened 10 savings and checking accounts a month for new members.

Education

Associate of Arts

05/2017

Hillsborough Community College Tampa, FL

General Studies

Skills

- Customer Service
- Cash Handling
- Vault Management
- Teller Training
- Audit Preparation
- Bank Secrecy Act (BSA)
- Cross-Selling
- Dual Control
- Attention to Detail
- Team Leadership