GRACE OKAFOR

SENIOR TELLER

CONTACT

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Houston, TX

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SKILLS

- Cash Handling
- Teller Experience
- Vault Management
- Fraud Prevention
- Bank Secrecy Act (BSA)
- Currency Transaction Reports
- Cross-Selling
- Customer Service
- Attention to Detail

EDUCATION

Associate of Applied Science

05/2020

Houston Community College

Houston, TX

Accounting

SUMMARY

Senior teller with 6 years of teller experience at a credit union and a community bank, now vault custodian and teller trainer for a branch with $90M in deposits. Handles large cash handling, fraud prevention and Bank Secrecy Act reviews, and covers for the head teller.

EXPERIENCE

Senior Teller

04/2022 - Present

Bayou City Savings Bank — Houston, TX

Community bank branch with 5 teller windows and a drive-thru.

- Run vault management for up to **$400K**, placing cash orders twice a week within the branch limit.
- Train and coach 6 tellers on transactions, CTRs and counterfeit checks, with zero audit findings in 2025.
- Approve overrides, large withdrawals and cashier's checks up to $25,000 for the teller line.
- Prevent $38,000 in losses since 2023 through fraud prevention reviews of elder-fraud and check-kiting attempts.

Teller

08/2020 - 03/2022

Gulf Coast Members Credit Union — Houston, TX

Credit union with 8 branches across Harris County.

- Processed **90** member transactions a day, including payroll checks and loan payments.
- Led the branch in referrals for 3 quarters by cross-selling CDs and auto loans.
- Filed accurate currency transaction reports and watched for structuring patterns under the Bank Secrecy Act.
- Balanced a $20,000 cash drawer daily, with zero variances over $10 in 2021.

Front Desk Associate (Part-Time)

06/2018 - 07/2020

Memorial Park Fitness Club — Houston, TX

Fitness club with 4,000 members and a cafe, evening shifts during college.

- Processed 40 membership payments and day passes a shift, balancing the cash drawer at close.
- Resolved 25 billing questions a week at the desk, sending only the hardest cases to the manager.
- Checked in 300+ members a day using the club's front-desk software.