Carlos Medina

TELLER SUPERVISOR

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SUMMARY

Teller supervisor with 10 years in branch banking, managing 9 tellers and teller operations for a credit union branch serving 18,000 members. Builds staff schedules, coaches tellers on service and sales, and holds the branch to clean vault, cash handling and BSA/AML compliance results.

SKILLS

Teller Operations • Staff Scheduling • Performance Coaching • Vault Management • BSA/AML Compliance
Cash Handling • Customer Service • Basic Math Skills • Attention to Detail • Communication Skills

EXPERIENCE

Teller Supervisor 09/2022 - Present

Capitol Valley Credit Union Sacramento, CA

Credit union with 14 branches; supervise the flagship branch teller team.

- Manage **9** tellers, handling hiring, staff scheduling and quarterly performance coaching reviews.
- Cut average teller wait times from 9 to 4 minutes by adding a greeter window at peak hours.
- Approve all teller variances and overrides, keeping branch cash losses under $200 a year.
- Lead monthly BSA/AML compliance and customer service huddles, with zero repeat audit findings since 2022.

Head Teller 02/2019 - 08/2022

Delta Oaks Bank Sacramento, CA

Community bank with 5 branches.

- Controlled a **$600K** vault and 3 ATMs, ordering cash twice a week through vault management software.
- Scheduled 6 tellers across 2 shifts and drive-thru coverage.
- Taught new tellers basic math skills for coin counts and large cash handling.

Senior Teller 06/2016 - 01/2019

River City Savings Sacramento, CA

Savings bank branch in midtown Sacramento.

- Processed **95** transactions a day, including business deposits and wire requests.
- Reviewed CTRs and large cash logs daily for 4 tellers.
- Answered member account questions with clear communication skills, raising survey scores 12%.

EDUCATION

Bachelor of Science 05/2016

California State University, Sacramento Sacramento, CA

Business Administration