GABRIELA SANTOS

UNIVERSAL BANKER

CONTACT

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SUMMARY

Universal banker with 3 years in branch banking and 2 years in retail sales, covering both the teller line and the new accounts desk at a San Antonio savings bank. Handles cash handling, account opening, consumer loans and cross-selling, and follows BSA/AML compliance on every transaction. Serves customers in English and Spanish.

SKILLS

- Cash Handling
- Teller Transactions
- Account Opening
- Consumer Loans
- Cross-Selling
- BSA/AML Compliance
- Microsoft Office
- Excel
- Customer Service
- Attention to Detail

EDUCATION

Associate of Applied Science
05/2022
San Antonio College
San Antonio, TX
Business Administration

CERTIFICATES

Notary Public Commission
02/2025
Texas Secretary of State

EXPERIENCE

Universal Banker 09/2024 - Present
Alamo Heights Savings Bank San Antonio, TX
Community savings bank with 9 branches in Bexar County.

- Process 80 to 100 teller transactions a day, including deposits, withdrawals and loan payments.
- Conduct account opening for 25 new checking and savings customers a month, reaching **118%** of goal.
- Sell consumer loans and credit cards through needs-based conversations, booking $410K in loans in 2025.
- Verify ID and file currency transaction reports under BSA/AML compliance rules with zero audit exceptions.

Bank Teller 06/2023 - 08/2024
Mission Valley Credit Union San Antonio, TX
Credit union with 60,000 members and 7 branches.

- Balanced a cash drawer of up to $25,000 daily with **99.6%** accuracy over 15 months.
- Referred 20 members a month to loan officers, the highest count among 6 tellers.
- Resolved card disputes and statement questions, logging every case in an Excel tracker.

Retail Sales Associate 05/2021 - 05/2023
Riverwalk Home Furnishings San Antonio, TX
Family-owned furniture store with 2 showrooms.

- Sold furniture and in-store financing plans, averaging **$38,000** a month in sales.
- Closed out the register on evening shifts, matching cash and card totals on 98% of nights.
- Signed up 30 customers a month for the store credit card.