**Terrance Jareel Empy**

Terrance.Empy@gmail.com / Cell: 469-340-7277

**CAREER SUMMARY**

Experienced Bank Teller with a demonstrated history of working in the financial services industry. Skilled in Management, Customer Service, Cash Management, and Microsoft Office. Strong finance professional with problem solving skills along with attention to detail and accuracy. Perceived as a highly positive, motivated and committed team player with proven success coaching and mentoring associates.

**EXPERIENCE**

**JPMorgan Chase,** Dallas, TX

Lead Associate Operations (2016 – Present)

* Work in conjunction with the Branch Manager to set the tone of the branch environment to provide an exception customer experience, and a dynamic and engaging culture
* Assist with leading and developing branch teller staff to meet customers’ service needs and to foster an environment in which all employees can perform their best work.
* Promote a strong control environment to evaluate, manage and conduct new and existing business by adhering to risk/control expectation, procedures and processes.

**PLS Financial Services,** Dallas, TX

Assistant Store Manager (2013 – 2016)

* Answer basic customer inquiries regarding interest rates, service charges, and account histories while complying with disclosure requirements, regulations and consumer privacy policy.
* Examine checks deposited and determined proper funds availability based on regulations requirements and complete Hold Notices.
* Prepared and received cash shipment from cash carrier to ensure store stayed within its cash storage limits.

**EDUCATION**

**Texas A&M University-Commerce,** Commerce, TX

MBA in Business Administration

**University of North Texas at Dallas,** Dallas, TX

BBA in General Business

**Cedar Valley Community College,** Lancaster, TX

AA in Liberal Arts

**LISCENSES & CERTIFICATES**

Notary Republic, National Notary Association