Mai Lor

Bank Teller · Bilingual Hmong and English

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SUMMARY

Bank teller with 20 months at a community bank branch and 2 years of cash handling at a grocery service desk. Balances within tolerance, handles about 110 transactions on a typical day, and serves Hmong-speaking customers in their own language.

EXPERIENCE

Teller · Midway Community Bank — Jan 2025 – Present

St. Paul, MN

- Handled about 110 lobby and drive-up transactions a day: deposits, withdrawals, check cashing, loan payments and cashier's checks.
- Balanced my drawer within tolerance on every shift in 2025; the 3 variances, all under $10, were traced before close.
- Referred 64 customers to personal bankers in 2025 for CDs, HELOCs and business accounts; 23 opened an account.
- Stopped a $2,400 altered payroll check after noticing a mismatched ID and a changed payee line; the branch manager confirmed fraud.
- Completed CTRs on cash transactions over $10,000 and escalated possible structuring to the BSA officer under bank policy.
- Interpreted in Hmong for about 15 older customers a week, covering holds, disclosures and account questions.

Service Desk Associate · Cub Foods — Sep 2022 – Dec 2024

St. Paul, MN

- Sold money orders, sent Western Union transfers and cashed payroll checks, following ID and daily limit rules.
- Counted down 4 registers and the service desk till at close and prepared the night deposit.
- Resolved returns, price disputes and lottery payouts for 150 to 200 customers on weekend shifts.

EDUCATION

High School Diploma · Harding Senior High School — Jun 2022

SKILLS

Teller Operations: Cash handling and drawer balancing, Check verification and holds (Reg CC), CTR and BSA/AML procedures, Counterfeit detection, Vault dual control

Systems: Jack Henry teller platform, Glory cash recycler, Currency counters, Microsoft Office

Languages: English, Hmong (fluent)

CERTIFICATIONS

Notary Public, State of Minnesota (commissioned 2025)