



# Hannah Drake

{additional contact information hidden for online display}

208-277-8693

## SKILLS

- Experienced Bank Teller with experience processing a variety of financial transactions
- Experienced Barista with point of sale & cash handling experience
- Effective and professional telephone, in-person, and written communication skills
- Strong sales and computer experience with basic knowledge of Microsoft Office applications
- Friendly, trustworthy, punctual, and reliable
- Team-oriented with management experience, including training, scheduling, inventory & opening/closing tasks

## EXPERIENCE

- STCU, Spokane Valley - *Traveling Teller/ Teller II*** 12/2019 - Current
- Process a variety of financial transactions including check cashing, withdrawals, deposits, loan payments, foreign currency order, cashier checks, audits, and vault balancing.
  - Travel when needed to a variety of branches in the area adhering to each individual branches' policies
  - Mentoring and training of new and transitioning employees
  - Perform all required security procedures and retain knowledge of company products
  - Respond to member account inquiries on the phone or in person
- Begona, Spokane - *Barista Manager*** 01/2019 - 12/2019
- Manage inventory, stock and order all items in shop
  - Oversight of all social media marketing
  - Responsible for all training, team building, and scheduling
  - Full operation of espresso machine, custom drink orders, latte art, and food prep
  - Perform all catering tasks, invoicing, and quotes
- Method Juice, Spokane - *Cashier/Smoothie Specialist*** 01/2019 - 05/2019
- Greet and serve customers, process food and drink orders
  - Stock, training, accept deliveries, and perform opening and closing tasks
- Kootenai Humane Society, Hayden - *Customer Relations Advisor (Volunteer)*** 05/2018 - 01/2019
- Provide in-person and phone customer service, including answering questions and comforting clients regarding: lost or found animals, relinquishing pets, adoptions, applications, veterinary services offered, and ensuring messages are delivered to staff
- Calypsos Coffee, Coeur d'Alene - *Barista*** 01/2018 - 12/2018
- Full operation of espresso machine, prepare custom drinks and food orders
  - Schedule and train new employees for all shifts, including kitchen and barista
  - Operate Square point of sale system, stock, and opening/closing tasks
- Subway, Post Falls & Hayden - *Sandwich Artist*** 07/2016 - 08/2017
- Greet and serve customers while ensuring correct order is placed
  - Scheduling, new and transition employee training
- Silverwood, Athol - *Cashier (Seasonal)*** 03/2015 - 08/2015
- Cashier, opening and closing tasks, POS, stock order receipts, cleaning, next day prep
  - New and transition employee training

## EDUCATION

### North Idaho College, Coeur d'Alene

- AA equivalent of 60 units completed

### Post Falls High School, Post Falls

- Diploma: June 2018