Kathleen E. Metzger
Kathleen.Metzger@ymail.com
408-613-0330

06/12-Current Chase Bank   Teller/Vault Custodian
- Recognized for excellence in communications and customer service.
- Efficiently process monetary transaction data- No account errors to date.
- Exceeding personal goals for account referrals promoting customer satisfaction of bank services.
- Vault custodian – Control vault balances, issue cash transaction from vault for teller use.
- ATM custodian – Reconciling cash/check. Maintaining sufficient levels of ATM funds, scheduling maintenance needs.

11/11-08/12   Tuesday Morning   Assistant Store Manager
- Facilitated store opening and closing, store funds and daily records.
- Communicated with and coached team to improve store operations.
- Exceeded company-wide standards of store presentations for monthly promotions.
- Effectively engaged customers to promote an exceptional shopping experience.
- Communicated with District and Store manager to monitor/control P&L.

06/10-10/11   Team San Jose   Vault Supervisor/ Finance Assistant
- Hired, scheduled, trained and managed Vault employees.
- Scheduled and supervised cash related services for multiple venues in downtown San Jose and for interdepartmental needs.
- Prepared a Daily Cash Reconciliation report.
- Account reconciliations, account research, data entry for monthly journal entries.

11/09 - 2/10   Anna's Linens   Supervisor
- Coordinated sales floor presentation according to specific corporate standards.
- Created and maintained superior customer service within our team and communicated daily product promotions to drive sales.
- Exceeded budgets/goals - increased store profits and earned eligibility for quarterly bonuses.
- Reconciled registers, store funds and deposits and scheduled change orders.

Education: A.A, April 2006 - De Anza Community College, Cupertino, CA – 2004-2006
                   San Jose State University, San Jose, CA – 2006-2009