
FREDRICK J. LYLES

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QUALIFICATION HIGHLIGHTS

- Strong interpersonal and presentation skills for interacting with team members and clients at the highest corporate level.
- Ability to communicate effectively both orally and written with personnel, vendors and the customer.
- Skilled in using Microsoft Office (Word, Excel, Powerpoint and Email).
- Advanced computer skills & ability to perform math computations. Excellent customer service & communication skills.
- Able to verify cash accounts, oversee daily deposits from cash receipts, and confirm monthly reconciliation of bank statements with records...has background in Banking / Financial Services.
- Ability to speak, articulate, and be understood clearly.

PROFESSIONAL EXPERIENCE

MISSISSIPPI FEDERAL CREDIT UNION - JACKSON, MS

NOVEMBER 2021 TO OCTOBER 2022

- Provide each customer with a great customer experience
- Interact with the public to assist customers with their banking transactions
- Handle various monetary accounting transactions and reconciliation tasks.
- Provide account statuses and balances whenever required and handle phone inquiries
- Inform customers about various bank products and promotions
- Served as a notary public
- Balance and maintain cash box daily

HOME HEALTH CARE PROVIDER - CLINTON, MS

September 2017 until September 2019

- Assisted with daily requirements for client

MANAGER ON DUTY/PERSONAL BANKER/SMALL BUSINESS SPECIALIST

JPMORGAN CHASE TULSA - TULSA, OK

APRIL 2013 TO AUGUST 2017

- Oversaw General Branch Management in the Absence of Branch Manager
- Created an outstanding customer experience by resolving customer service issues, opening new accounts, offering convenience services, and helping the branch meet sales objectives contributing to the success of the firm
- Partner with the Branch team and Specialists to ensure our customers get access to experts who can help them with specialized financial needs
- Assist new and existing customers with their Business needs by providing a One-Stop-Shop for various Business products and services
- Assist our customers by handling Teller transactions accurately and efficiently during peak service times

BANK TELLER JP MORGAN CHASE - TULSA, OK

FEBRUARY 2012 TO APRIL 2013

- Provide each customer with a great customer experience
- Interact with the public to assist customers with their banking transactions
- Handle various monetary accounting transactions and reconciliation tasks.
- Provide account statuses and balances whenever required and handle phone inquiries
- Inform customers about various bank products and promotions
- Balance and maintain cash box daily

HEAD CASHIER MCALISTER'S DELI - JACKSON, MS

SEPTEMBER 2011 TO JANUARY 2012

- Process credit or debit card transactions and validate checks
- Receive and disburse money
- Answer customer call-in-orders
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct

SALES ASSOCIATE -RADIO SHACK - FLOWOOD, MS

December 2010 to July 2011

- Assisted customers with merchandise. Processed credit verifications and recorded information.
- Completed store bank deposit daily
- Learned all products
- Executed all store non-negotiable operating standards, including stocking, cleaning, merchandising, etc.

ASSISTANT, CHILDCARE DIRECTOR YMCA - CLINTON, MS

MAY 2006 TO DECEMBER 2010

- Maintained all student and employee files
- Provided leadership and management in the hiring, training, supervising and evaluating of childcare
- Oversaw activities for over 125 children
- Provided positive examples for children to learn
- Interacted and informed parents of student’s progress and community resources
- Worked with the Director in creating and organizing activities for the children in the childcare program

MEMBER SERVICE REPRESENTATIVE YMCA - CLINTON, MS

MAY 2006 TO DECEMBER 2010

- Entered and maintained all files of new and existing members
- Receipt all cash and credit card payments
- Set up bank drafts of new members
- Answered phones, checked members in upon entering gym and other duties as assigned

EDUCATION

Diploma in Business Administration	Hinds Community College - Raymond, MS	May 2011
High School Diploma	Clinton High School - Clinton, MS	May 2009

CERTIFICATIONS

- Notary Republic

REFERENCES

Louella Webster – 126 James Monroe, Jackson, MS Phone: 601-622-6149
 Yolanda Mack-Holmes – Phone: 601-832-2515
 Andre McAfee – Phone: 601-951-5576