

A I L I E M A R I N

aye - lee • they/them
• 208-606-1055 • marin.ray.ailie@gmail.com •

ABOUT ME

Self-motivated employee with more than 10 years in customer service and 7 years of financial experience. Seeking to diversify my experience and build a career with a company passionate about company culture through authenticity and inclusivity.

CAREER HIGHLIGHTS

- *10+ years in Customer Service
- *Regulation Compliance
- *Accounting Software
- *Conflict Resolution

EXPERIENCE

2023- OnPoint Community Credit Union

current Card Service Specialist II- promoted in 2024

Internal customer service support of frontline staff and processing of daily reports and account settlement including, but not limited to:

- Denial resolution on debit and credit card transactions
- Processing and decisioning of debit card and ATM disputes
- Completing card maintenance tasks, ATM check research, and malfunction escalations

2021- CapEd Credit Union

2023 Personal Financial Representative - Loan Officer

- Intake and processing of consumer loan applications, opening consumer and business accounts, and completing monetary transactions
- Balancing of personal cashbox and vault- handling of large cash quantities
- Notary-ID

2019- Idaho Central Credit Union

2021 Teller- Loan Officer- Mortgage Loan Officer

- Intake and processing of consumer loan applications and mortgage applications, opening of consumer and business accounts, and completing monetary transactions
- Balancing of ATM log, personal cashbox, and vault- handling of large cash quantities

2018- Walmart
2019 Garden Center Assosicate & Sporting Goods Assosicate
 * Responsible for cash register transactions and the sale of firearms and ammunition
 *Stocking, organizing, and maintenance of merchandise
 *Unloading of plant delivery trucks & watering/care of nursery plants

2016- Garden of Learning Daycare
2018 Daycare Teacher
 • Administering medication, serving meals, and deep cleaning facility
 • Developing communication, reading, math, and physical motor skills in children
 • Designing lesson plans and class crafts

2015- Landscaping, Farm Hand & Corntopping
2019
 • noncommercial landscaping & landscape maintenance
 • annual seasonal field work- corntopping
 • operating power tools & manual labor- farm hand

ACCOMPLISHMENTS & CERTIFICATIONS

Intuit Bookkeeping Certification- 2025
 OnPoint Honor Society- top performer 2024
 Blanchet House - current volunteer
 CapEd Company DEI Committee- 1 year term
 Idaho Central Credit Union- top performer with loan production and customer feedback



REFERENCES

Idaho Central Credit Union Co-Worker • Emilee Knapp
(208)961-0975

CapEd Credit Union Manager • Julio Hernandez (208)922-8897

Character Reference • Eric Cassidy
(512)567-3186

SKILLS

Coachability	<div style="width: 80%; background-color: #c8e6c9; height: 10px;"></div>	Exactness	<div style="width: 80%; background-color: #c8e6c9; height: 10px;"></div>
Customer Centricity	<div style="width: 50%; background-color: #c8e6c9; height: 10px;"></div>	Time Management	<div style="width: 90%; background-color: #c8e6c9; height: 10px;"></div>
Project Management	<div style="width: 60%; background-color: #c8e6c9; height: 10px;"></div>	Work Intensity	<div style="width: 50%; background-color: #c8e6c9; height: 10px;"></div>