

Sheila Lyons

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Education:

The Pennsylvania State University, Sharon PA

August 2015

B.S in Business Administration: Management/Marketing

Professional Experience:

First National Bank of PA, Hermitage PA

July 2015-Present

Compliance Specialist I-Corporate Compliance Department

- Conducts complex regulatory compliance reviews through process and transaction testing.
 - Equal Credit Opportunity Act
 - Privacy of Consumer Financial Information
 - Electronic Fund Transfers
 - Real Estate Settlement Procedures Act
 - Truth in Lending Act
 - Servicemembers Civil Relief Act
- Attends compliance meetings and seminars, takes relevant courses and conducts research to keep up with all applicable regulatory laws of the country's banking environment and capital markets.
- Leads Compliance Marketing reviews and controls mailbox for requests.
- Leads Regency Finance Company reviews and serves as the main support line for the affiliate.
- Works \$500 refund requests in Excel from electronic banking and card services department to ensure refunds are done correctly and meet the regulatory time frame while saving the company money.
- Assists executive management with Office of the Comptroller of the Currency and Internal Audit requests.
- Assists several lines of business in building a compliance mindset to increase overall compliance awareness by offerings support and training.
- Performs ongoing data integrity validation and correction activities in high-risk areas, documents findings and reports them to executive management in a timely manner.
- Documents departmental work-flows and recommends solutions to improve quality and reduce costs; identifies problems, diagnoses causes and determines corrective actions and assists with adding an efficient control.
- Conducts administrative tasks such as supply ordering, seminar and course registration, and sending and receiving of mail.
- Completes work in fast-paced, changing environment without compromising accuracy.
- Performs Quality Control on fellow employee's workbooks.

First National Bank of PA, Hermitage PA

May 2011-July 2015

Floating Teller I

- Ability to work with a variety of co-workers in virtually any setting.
- Receive checking and savings deposits: verify cash and endorsements, receive proper endorsements/identification, and issue receipts of deposit.
- Answer customer inquiries regarding service charges, and account histories while complying with disclosure requirements, regulations, and consumer privacy policies.
- Refer customers to the proper department when issues are unresolvable at the teller line.
- Buy and sell currency from the vault as necessary while ensuring that teller drawer cash limits are not exceeded.
- Balance teller drawer daily, including periodic batching of cashed checks, and running remote capture machine.
- Process cash advances and cash item procedures.
- Order all banking supplies.
- Trained new hire tellers.
- Process and balance Automated Teller Machine daily.
- Follow all bank policies and procedures.

Related Skills:

- Proficient in Microsoft Office suite
- Excellent written and oral communication skills.
- Ability to train, motivate, and supervise fellow employees.
- Relevant knowledge and experience in the banking industry.
- 3 year recognition for Dean's list.
- Report writing skills.
- Possesses strong time management and multitasking skills.
- Risk management skills.
- Ability to work with executive management