

Bandar Alalami

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Education

Bachelors of Arts in Accounting

Concordia University, St. Paul, MN, December 2016

Associates in Applied Science, Accounting Practitioner

Anoka Ramsey Community College (ARCC), December 2013

Business Certificate in Small Business Accounting

Anoka Ramsey Community College, July 2013

Credit Union Experience

Collections Officer, TopLine Federal Credit Union October 2003 – November 2009

- Created payment arrangements on delinquent accounts by setting up reduced payment schedules
- Investigated fraudulent account activity to implement guidelines on establishing new accounts
- Researched and resolved account errors regarding payroll deposits, collateral protection insurance, and ACH payments to reduce minimal delinquent accounts from the collection queue
- Trained new department employees and helped cross train employees from other departments on collections department policies and procedures to improve communication between departments

Financial Service Representative, US Federal Credit Union October 2002 – October 2003

- Provided excellent member service by actively listening to and communicating professionally with members while resolving difficult account issues that left members feeling valued and appreciated.
- Established new membership and loan accounts
- Reviewed account errors to retain members, reduce fees, and avoid account closures

Branch Coordinator, US Federal Credit Union March 2001 - September 2000

- Maintained the daily operation of a single teller branch office
- Cross-sold multiple products and services to credit union members that increased member product use
- Coordinated weekly deposits and transfers with the Federal Reserve to maintain optimal cash balances in the branch that allowed for better time management

Volunteer Leadership Experience

Boy Scouts of America 2007-Present

- *Assistant Scoutmaster*, Boy Scouts of America February 2012 - Present
- *Troop Trainer*, Boy Scouts of America April 2013 - Present
- *Unit Commissioner*, Boy Scouts of America September 2009 – February 2012

Committee Member, East Ridge Parent Sports Organization April 2014 – Present

Committee Member, East Ridge Boys Swim Team Booster Club January 2014 – Present

Treasurer, East Ridge Boys Swim Team November 2014 – Present

Software

- Proficient user: E-Oscar and Accurint
- Experienced user: FSP/Winigrade, Ultradata, and Focus XP/XP2

Other Employment Experience

Paraprofessional, South Washington County School District January 2013 – Present

Photographer, Target Portrait Studio October 2011 – February 2013