



EMILEE WAGGONER

☎ 405-205-8852

✉ emileewaggoner@icloud.com

📍 Oklahoma City, Oklahoma

EDUCATION

**BBA Degree with a Major
in Accounting and a
Masters in Accountancy**

Oklahoma Christian University

Expected Graduation Spring 2025

GPA 3.8

EXPERTISE

Microsoft Excel

Microsoft Word

AWARDS

Who's Who Award

For academic excellence in 2022-
2023

EXTRA CURRICULARS

Member of Accounting Scholars
Association

WORK EXPERIENCE

July 2023-Present

F&M Bank | Oklahoma City, Oklahoma

Customer Care Representative

- Knowledge of debit card functions including lost and stolen cards, limit increases, pin changes, authorization blocking, status of cards, and travel notations.
- Knowledge of Wire transfers which includes processing electronic fund transfers for customers, inputting transactions into applicable systems, and maintaining transfer records.
- Online banking/mobile banking support which deals with account setup and activity, Bill Pay, E-Statements, account transactions, and internal and external transfers.
- Customer service deals with balance inquiries, transfers, loan payments, website navigation, product and banking knowledge, and high-level customer requests.

Summer 2023

F&M Bank | Oklahoma City, Oklahoma

Summer Intern

- Gained meaningful, real-world experience through spending a short time working on live projects, assisting senior employees, and gaining knowledge, skills, and insight about all crucial aspects of banking.
- Knowledge was achieved through six main areas of Banking: Operations, Lending/Credit Analysis, Asset/Liability Management, IT, Accounting/Compliance/Internal Audit, Product Development, and Marketing.
- Daily tasks included performing assignments in teller duties, universal banking duties, and branch manager duties, attending local customer meetings with lenders and other personnel, and local client outreach.

2019-2023

F&M Bank | Guthrie, Oklahoma

Teller

- Handled customer transactions, including check cashing, withdrawals, deposits, transfers, loan payments, cashiers checks, savings bond redemption, credit card advances, commercial deposits, and night and mail deposits.
- Balanced drawer at beginning and end of shift, counted coins and currency, sold and bought from the vault, online banking support, account maintenance, product knowledge, placed account holds and prepared stop payments, wire transfer knowledge, loaded ATM cassettes and ATMS, ensured that transactions met compliance with state federal and local banking regulations and