

Bethany Hyvarinen

(989) 277-1871 | hyvarinenb30@gmail.com

Durand, Michigan

Dedicated employee with 15 years banking experience in both retail and commercial sectors. Enthusiastic learner who adapts to tasks to deliver superior customer service, prioritizing duties to ensure projects and requests are completed in a timely fashion.

Professional Experience

TCF Bank/FKA Chemical Bank, Owosso, MI

Sr. Commercial Loan Support Specialist (2016-Present)

Versatile administrative assistant who collaborates with multiple lenders to close loans along with providing continued customer service to ensure customer satisfaction.

- Input loan requests, fulfill loan closing requirements-orders title work, appraisal, environmental report, obtains pertinent customer information
- Requests, collects, and documents continuing financial information
- Wires, loan maintenance-advances, pay-downs, payments, research and resolve issues

Chemical Bank, Owosso, MI

Customer Service Representative (2010-2016)

Multi-faceted leadership role, whose major responsibilities were scheduling, auditing, customer service, and general ledger reconciliation

- Generated schedules for branch for 6 employees, Oversaw branch in absence of manager
- Audited teller windows, vault, and ATM monthly, Reconciled 3 branch general ledgers daily
- Opened new accounts, generated disputes, researched and resolved customer queries, wires
- Cross sold products in relation to customer needs
- Took consumer loan applications and followed them through to closing

Chemical Bank, Owosso, MI

Vault Teller (2006-2010)

Teller position that included control of the vault-shipment, orders, and reconciliation

- Completed customer transactions-deposits, withdrawal, and account maintenance
- Bought and sold money to tellers
- Processed orders and shipments for the vault to maintain established branch cash limits

Education

Western Michigan University

Bachelor of Science in Mechanical Engineering, Minor in Mathematics (2002)

Volunteer Activities

- Owosso Assembly of God-Church Piano Player (2003-Present)
- Owosso Assembly of God-Sunday School Teacher (2003-Present)