

# Crystal B. Hegel

P.O. Box 210965  
Auke Bay AK 99821  
907-321-3894

[crystal2@netscape.net](mailto:crystal2@netscape.net)

## Work Experience

July 2007- Current      True North Federal Credit Union      Juneau, AK  
Operations Supervisor

- Oversee up to six tellers
- Maintain daily procedures of the Credit Union and supervise operations
- Balance monies against the computer data base
- Signature guarantee (special form of notary)
- Responsible for training employees in Credit Union policy and procedures

July 2008- August 2008  
Loan Officer

- Closed loans
- Process applications for consumer and equity loans.
- Customer relation with potential and prospective clientele

July 2007- July 2008

Financial Service Specialist I, FSS III

- Process items such as cash/check deposits, cash/check withdraws, and loan payments.
- Cross sell products which benefit members as well the credit union
- Maintained a very high level of customer service

May 2005- December 2008      Squires Rest      Juneau, AK  
Bartender

- TAM card holder
- Responsible for opening and closing
- Stock replenishment, cash and credit transactions
- Customer relations

## Education

2001-2002      Cedar Crest College      Allentown, PA

- Art classes

2002-2009      University of Alaska Southeast      Juneau, AK

May 2009      Bachelor of Liberal Arts - Art emphasis  
Business Minor  
3.28 GPA

## Software

Proficient in Microsoft Office suite, Onbase (scanning software), Financial Service Platform (FSP), Touche (sales and service)