Autumn Toelke

Self-motivated, customer-focused professional with 6+ years of experience in banking, insurance, and laboratory operations. Skilled in client service, data accuracy, administrative support, and managing detail-oriented tasks. Recent graduate with a B.A. in Graphic Design and Media Arts, with strong communication, creative problem-solving, and organizational skills.

Contact

Washington, MO
636-388-5949
https://www.autumntoelke.com/
AutumnToelke@gmail.com

Education

Bachelor of Art in Graphic Design and Media Arts
Southern New Hampshire University – Hooksett, NH
Graduated: Mar 2026

Associate of Arts, Psychology
East Central College – Union, MO
Graduated: Jun 2018

High School Diploma
Union High School – Union, MO
Graduated: Jun 2015

Professional Experience

Bank Teller

Bank of Franklin County – Washington, MO
Jul 2022 – Present

- Processed customer transactions efficiently, reducing wait times and enhancing customer satisfaction.
- Edited and proofread financial documents for accuracy and compliance.
- Answered inquiries regarding account activity, balances, and service fees.
- Monitored accounts for suspicious activity and reported potential fraud.

Insurance Agent

State Farm – Pacific, MO
Feb 2022 – Jun 2022

- Identified client needs through detailed consultations and fact-finding.
- Fostered client relationships with active listening and high-quality issue resolution.
- Responded quickly to customer concerns and policy questions.
- Delivered exceptional service while maintaining high retention and satisfaction rates.

Skills

Technical Skills

- Adobe Creative Cloud skills
  - Adobe Photoshop
  - Adobe Illustrator
  - Adobe InDesign
  - Adobe XD
- HTML and CSS
- File organization for design work
- Content management system (CMS): WordPress
- Microsoft Office Suite

Design Skills

- UI and user experience (UX) design
- Design for multiple media channels
- Search engine optimization (SEO)
- Prototyping

Soft Skills

- Problem-solving skills
- Project management
  - Project planning
  - Planning, scheduling, and managing a project
  - Execution of project to specifications and implementation of feedback

Laboratory Assistant

Romer Labs – Union, MO Jan 2019 – Feb 2022

- Maintained laboratory inventory and ensured supply availability.
- Implemented lab procedures for accuracy and safety compliance.
- Supported research teams.
- Managed department operations and trained new staff on protocols.

Bank Teller

US Bankcorp – Eureka, MO Jun 2017 – Jan 2019

- Cashed checks, verified identification, and processed account transactions.
- Balanced cash drawer each shift.
- Provided training and support to clients.

Sales Associate

Oasis Lanes – Union, MO Sep 2016 – Jul 2017

- Arranged displays to increase customer.
- Informed clients about sales and policies.
- Built rapport through attentive service.

Cashier

Walmart – Union, MO
Nov 2015 – May 2016

- Operated register and processed high-volume transactions efficiently.
- Assisted customers in finding products and making informed purchases.
- Maintained accuracy and speed during checkout.