

MONIQUE D. THOMPSON

4468 Sugar Hollow Lane, Addis, LA 70710 · 225-505-3646

Mobrooks06@gmail.com

My objective is to obtain a position at your company that will allow me to grow and showcase the skills I have acquired throughout my banking career and in the field of business administration and management.

EXPERIENCE

MARCH 2006 – JUNE 2007

BRANCH HEAD TELLER STATE BANK & TRUST COMPANY

- Responsible for overseeing the teller line staff, making sure all tellers maintain appropriate cash drawer limits.
- Ordering cash for the branch.
- Processing teller transactions accurately.
- Order customer checks.

MARCH 2006 – APRIL 2020

BRANCH ADMIN, BRANCH MANAGER, AVP STATE BANK & TRUST COMPANY

The job duties listed below are the same however the name of the position changed during the merger.

APRIL 2020 – PRESENT BANKPLUS (STATE BANK & TRUST ACQUISITION IN 2020)

BANKING CENTER MANAGER, AVP BANKPLUS

- Coordinate human resource functions i.e. staffing, training, managing, hiring, terminating, counseling, and evaluations.
- Ensure general ledgers are balanced daily, including teller and vault cash limits, special handlings, collections, VISA, Teller, and Official Checks.
- Conduct surprise audits for all branches in the banking center, seven total, making sure all vault, atm, and teller cash amounts and debit cards are in balance according to system totals.
- Responsible for payment of all banking center bills and ordering supplies for the banking center.
- Conduct regular team meetings and support branch managers in conducting their meetings.
- Monitor customer service within each location and review and address customer service surveys.
- Responsible for making sure all banking centers are in compliance with state and federal regulations such as Reg E, Red CC, and required employee posting notifications.
- Review accounts for possible fraud and kiting to mitigate the potential loss to the bank.
- Approve wires and cash orders for branches over the limit.
- Review cash levels for branches to determine if cash limits should be adjusted.
- Submit sponsorship and donation requests from local schools, organizations, and nonprofits.
- Volunteer for community events promoting Community Development and brand awareness
- Responsible for communicating with banking center employees via email and conducting team meeting via TEAMS.
- Product training.
- Treasury Services Ambassador, cross-selling merchant services to business customers.

EDUCATION

OCTOBER 2025

BUSINESS ADMINISTRATION/ENTREPRENEURSHIP, SOUTHERN NEW HAMPSHIRE UNIVERSITY

Currently working to obtain a bachelor's degree in business administration with a concentration in entrepreneurship and a minor in graphic design. Currently, 4.0 GPA while remaining on the Honor Roll and President's list. Some courses completed so far include Financial Accounting and English Comp. I & II, Applied Marketing, Managing and Leading in Business, Desktop Publishing, and Perspectives in Liberal Arts.

NOVEMBER 1999

ACCOUNTING CERTIFICATE, LOUISIANA TECHNICAL COLLEGE

Completed the accounting program which included courses such as English, Accounting, Business, and Office Systems.

MAY 1998

HIGH SCHOOL DIPLOMA, PLAQUEMINE HIGH SCHOOL

PROGRAMS: MICROSOFT OFFICE SUITE (WORD, EXCEL, POWERPOINT, OUTLOOK)
ADOBE CREATIVE SUITE: PHOTOSHOP, ILLUSTRATOR, INDESIGN

ACTIVITIES

Professional Photography
Graphic Design