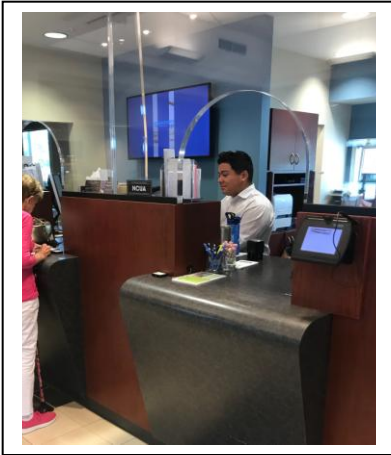


## Nicolas Pineda

Aspiring Banker



My internship experience took place at Community First Credit Union. Over the course of six weeks, I had a few mentors; depending on which department I worked. During my experience, I visited the Records Department, the Contact Center and Accounting.

In Records, I learned processes associated with scanning and uploading files connected to checks and gift cards receipts. I learned about controls that are in place to ensure that mistakes are caught early in the process. In the Contact Center, I learned how to open loan applications and do many transactions on it. In the

Contact Center, representatives assist members with understanding charges and fees assessed to their account. They provide education so that members can steer clear of having future assessments. I enjoyed working in the Contact Center because the representatives are trained to treat members with respect; they treat members as though they have a friend on the other side of the phone. Another area that I visited was accounting. While there, I assisted with organizing mail. I had an opportunity to witness how they balanced and recorded money. I also spent time in the Marketing team.

I also had the opportunity to sit through parts of training that new hires are required to complete. I took the assessment and I'm pleased to say that I passed! The best part of the experience was being able to work in the Branch offices. It was here that I was able to understand how money is actually handled. I also observed the high level of service that each representative provides to members. On occasions, I even was able to interact directly with members.

Some of the amazing people I met include Ms. Tracey, Ms. Missy, John, Brandon, Simone, Ashley and Renae.

I am really thankful to have had an opportunity to complete my internship experience at Community First Credit Union. The AnnieRuth Foundation made my dream come true!