

Summary

Resourceful Branch Manager offering 19 years of experience in challenging, fast-paced banking environments. Amiable professional known for leading constructive and cooperative working relationships within team setting.

Skills

- Ability to prioritize, manage time and work under pressure.
 - Bilingual
 - Operations expertise
 - Achiever
 - Employee coaching
 - Team building and leadership
- Policy development
 - Verbal communication skills
 - Financial leadership
 - Learner
 - People skills
 - Team building

Experience

Regional Banking Manager Vice President, 12/2012 to Current

Penn State University – University Park, PA

- Managed and inspired team members to perform to full potential, driving branch profitability.
- Created and maintained branch solvency by controlling assets and proper credit extension.
- Planned work schedules to maintain adequate staffing levels.
- Assigned duties to employees and examined work for accuracy, neatness and timeliness.
- Disciplined employees to encourage compliance with company policies and procedures.
- Established and built customer relationships through targeted outreach and initiatives.
- Completed month-end and year-end closings, kept records audit-ready and monitored timely recording of accounting transactions.
- Led banking tasks, business administration and financial decision-making to ensure first-class client services.
- Received Golden Spoken Award for exceeding expectations and overall job duties during the year 2020.
- Enhanced financial performance metrics by networking to create successful and sustainable relationships.
- Managed one of the most complex and largest branch in the region, achieving high customer satisfaction rates and positive outcomes.
- Built strong rapport with new and existing clients to better serve financial needs and promote branch loyalty.
- Increased efficiency and drove branch revenue by optimizing daily operations.
- Spearhead 20-person team managing the daily activities and operations for Branch.

Service Manager, 02/2008 to 12/2012

Seacoast National Bank – West Palm Beach, FL

- Improved customer satisfaction ratings by listening to complaints and finding appropriate solutions to problems.
- Prioritized and delegated daily work tasks to meet anticipated project goals.
- Motivated and supported employees to maintain low turnover.
- Created employee work schedules to keep shifts properly staffed.
- Upheld team productivity and quality objectives by setting and maintaining clear benchmarks for service.
- Reviewed inventory levels and ordered supplies to keep products in stock.
- Collaborated with customers to offer solutions to service needs.
- Monitored employee performance through key metrics analysis.
- Hired and trained service department staff to drive performance.
- Adhered to customer service standards to foster satisfaction and retention.

Teller Manager, 03/2005 to 02/2008

Ameris Bancorp – Live Oak, FL

- Supervised teller team by enforcing policies and procedures related to teller operations, security and compliance.
- Reviewed and approved transactions above limits and authority levels of teller staff.
- Drove daily operations through cash drawer balancing, counterfeit currency identification and vault cash management.
- Controlled cash and carried out cash use forecasting to maximize availability while minimizing risk.
- Oversaw daily actions of tellers, responded to escalated customer inquiries and assigned tasks to meet operational needs.
- Created teller team schedules to maintain adequate staffing.
- Filed government-mandated reports related to large cash transactions and sale of monetary instruments.
- Monitored branch activities for compliance with BSA and AML, reporting issues to Operations manager.
- Set and reinforced consistent and compliant control and operational policies for accounts tracking, reconciliation and reporting.

Teller, 08/2003 to 03/2005

Wachovia Bank – City, STATE

- Maintained confidentiality of bank records and client information.
- Researched and resolved customer issues on personal savings, checking and lines of credit accounts.
- Ordered checks, placed stop payment orders and conducted additional special services for customers.
- Adhered to financial services security and audit procedures.
- Trained employees on cash drawer operation.
- Met or exceeded sales goals by promoting bank products and services in customer interactions.
- Identified and reported suspicious behavior to security personnel as appropriate.
- Directed specific questions to appropriate branch personnel.
- Issued and redeemed money orders, cashier checks, traveler's checks and savings bonds.
- Built and maintained client relationships through quality, personalized interactions.
- Cross-sold bank products by answering inquiries, informing customers of new services and promotions.
- Used a strong knowledge of banking products and services to confidently educate customers about features, benefits and pricing.
- Counted drawers and reconciled remaining cash to accost for deposits and dispersals.
- Delivered exceptional service to customers in person or over telephone.
- Performed transactional, operational and customer support tasks through knowledge of bank procedures and products.
- Entered customer transactions into computers to record transactions and issue computer-generated receipts.
- Handled cash transactions, balanced cash drawers, performed loan payments and issued cashier's checks.
- Cashed customer checks, verified identification and checked account balances in accordance with bank policy.
- Performed basic administrative tasks regarding banking products by handling phone calls, inquiries and emails.

Education and Training

High School Diploma: 12/1996

Barranquilla Para Señoritas High School - Barranquilla

Psychology

Gray Harbor College - Aberdeen, WA

Languages

English:

Negotiated:

Spanish:

Negotiated:

Accomplishments

- Exceeded sales goals by an average of 110% in 2016.
- Consistently maintained high customer satisfaction ratings.
- Led team to achieve top branch, earning recognition from upper management and financial reward.