

JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

PROFESSIONAL SUMMARY

Results-oriented banking professional with over 20 years experience in a diverse banking environment. Have worked most positions from teller, new accounts, to Branch Manager in locations from traditional branches to grocery store branches. Banking professional highly effective at branch, new account, and staff management and development. Extensive knowledge of banking products and services, as well as regulatory and compliance .

SKILLS

- Goal-oriented
- Strong team-builder
- Organized
- Team player
- Analytical
- Cash handling expertise
- Sales professional
- Customer Service

EDUCATION

University of California - Santa Cruz

Santa Cruz, CA • 1995

Bachelor of Arts: Community Studies

Riverside Community College
Riverside, CA • 1993

Associate of Arts: General Education

WORK HISTORY

Mechanics Bank - Banking Services Officer

Seaside • 06/2014 - Current

- Oversaw a team consisting of two Customer Service Representatives and one Banking Services Representative.
- Managed staff to Audit, Compliance, and Sales Performance goals. Size of staff required extensive cross-training and staff development to ensure successful day to day operations of branch.
- Received superior customer service satisfaction scores for six consecutive quarters.
- Complied with regulatory requirements including Bank Secrecy Act, Anti Money Laundering, OFAC, USA Patriot Act, Privacy Act and Community Reinvestment Act with Low Audit scores with minimal to no findings.

Cross River - Branch Manager

Remote • 07/2010 - 06/2014

- Created strategies to develop and expand existing customer sales, which resulted in a increase in total products per customer and total branch deposits.
- Created programs to coach and develop staff to increased personal performance.
- Submitted loan applications to loan underwriter for verification and recommendation.
- Managed branch with an average of \$38 Million in monthly deposits.
- Oversaw a branch team consisting of six Customer Service Representatives and Financial Services Officer.

Cross River - Branch Manager

Brooklyn • 08/2006 - 07/2010

- Oversaw a branch team consisting of seven tellers and three personal bankers.
- Received superior customer service satisfaction scores for three consecutive quarters.
- Submitted loan applications to loan underwriter for verification and recommendation.
- Complied with regulatory requirements including Bank Secrecy Act, Anti Money Laundering, OFAC, USA Patriot Act, Privacy Act and Community Reinvestment Act.

CERTIFICATIONS

California Notary Public -
Commission Expires June 2019