

# Jessica Claire

100 Montgomery St. 10th Floor (555) 432-1000 resumesample@example.com

SUMMARY	Branch Manager with exceptional drive and dedication to accomplishing business objectives and exceeding customer expectations. 28+ year history of success in financial industry. Enthusiastic manager experienced in leading branch staff to exceed sales goals while delivering excellent customer service. Results-oriented Branch Manager with a solid career history in banking environments. Familiar with all relevant governing acts and statutes, as well as strategies and best practices to improve operations and enable business growth. Decisive leader, strategic planner and complex problem-solver. Focused on applying leadership skills to make lasting improvements to efficiency, procedures and employee retention. Desiring to leverage 28 years' experience in banking to take on a challenging long-term position with a growing operation.
SKILLS	<ul style="list-style-type: none"><li>Regulatory Compliance and Federal regulations</li><li>Account reconciliation, Internal Audits</li><li>A/P, A/R, G/L accounting and payroll administration</li><li>Knowledgeable in ACH, Mobile Banking and Remote Deposit Capture</li><li>Strategic Planning</li><li>IRS/EDD reporting</li><li>IRA expert</li><li>Notary Public and Certified Loan Signing Agent</li><li>Proficient in Word, Excel, Outlook, FRB, Catalyst and Symitar</li><li>Cash management</li><li>Customer and vendor relations</li><li>Opening and closing processes</li><li>Excels in team leadership</li><li>Staff supervision and employee development (coaching and mentoring)</li><li>Hiring and employee training</li><li>Safety Protocol</li><li>Sales and goal oriented</li><li>Consultative and relationship selling</li><li>Rapport and relationship building</li><li>Collaborated closely with Loan department and Marketing department to create innovative marketing campaigns</li><li>Dependable, reliable with excellent work ethic</li><li>Energetic, people-oriented with strong interpersonal skills</li><li>Multi-tasking ability</li><li>Multilingual in Filipino (Tagalog)</li></ul>
EXPERIENCE	<p><b>ACCOUNTANT</b> 08/2021 to CURRENT</p> <p><b>Benteler   Grand Rapids, MI</b></p> <ul style="list-style-type: none"><li>Conducted ACH risk assessments for compliance purposes</li><li>Tracked employee payroll processes to verify timely reporting.</li><li>Responsible for monthly IRS and EDD reporting.</li><li>Process dormant accounts.</li><li>Responsible for timely reconciliation of Catalyst and FRB statements, Accounts Payable reconciliation.</li><li>Process ACH, Remote Deposit Capture and Mobile Banking.</li><li>Handles Visa debit card disputes.</li><li>Responsible for Deferred Comp accounts.</li><li>Review and approve invoices for payment.</li><li>Responsible for regulatory internal and external audits and exams.</li><li>Responsible for the accurate and timely reconciliation of the investment portfolio for security paydown on FRB and FHLB. Timely completion of FRB Discount report.</li><li>Back-up for Accounting Tech 1 and 2.</li><li>Monitored balance sheets and income statements to evaluate financial performance.</li><li>Adheres to regulatory compliance, and is responsible to keep up with regulations, Reg E, Reg D, Reg CC, BSA, NACHA and Green Book.</li><li>Administrator for the Fedline, Catalyst, COOP, ChexSystems, Ascensus, ELAN systems and other platforms for maintenance of new, existing and terminating employees credentials.</li><li>Serves as a managerial lead in the Accounting department.</li></ul> <p><b>BRANCH MANAGER, OPERATIONS</b> 08/2007 to 08/2021</p> <p><b>Central Coast Federal Credit Union   City, STATE</b></p> <ul style="list-style-type: none"><li>Built strong rapport with new and existing members to better serve financial needs and promote branch loyalty.</li><li>Addressed members concerns with suitable solutions.</li><li>Verified cash by balancing cash drawers, vaults and maintaining cash count records.</li><li>Tracked all negotiable items; Cashier's Checks, Money Orders, and Debit cards.</li><li>Assigned duties to employees and examined work for accuracy, neatness and timeliness.</li><li>Recruited, hired and trained new team members on regulations, compliance, and company operating systems.</li><li>Complied to all regulations, policies and procedures set forth by upper management, board of directors and federal examiners.</li><li>Managed scheduling and training.</li><li>Designed sales and service strategies to improve revenue and retention.</li><li>Implemented policies and standard operating procedures and managed quality, customer service and logistics.</li><li>Improved morale and management communication by creating employee recognition and rewards practices.</li><li>Guided employees on understanding and meeting changing member needs and expectations.</li><li>Enforced federal, state, local and company rules for safety and operations.</li><li>Motivated and evaluated personnel for performance improvement and goal achievement.</li><li>Disciplined employees to encourage compliance with company policies and procedures.</li></ul> <p><b>MEMBER SERVICE</b> 01/1994 to 08/2007</p> <p><b>Monterey Credit Union   City, STATE</b></p> <ul style="list-style-type: none"><li>Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.</li><li>Opening new accounts for potential members and assisting on the initial loan applications.</li><li>Handled member complaints to determine appropriate methods for resolution.</li><li>Managed daily branch operations, member relations and minor IT troubleshooting.</li><li>Managed the IRA program</li><li>Fixed annuity representative</li><li>Notary Public</li></ul>
EDUCATION AND TRAINING	Accounting And Business Management 1989 <b>National College of Business And Arts, Manila, Philippines</b>
	High School Diploma 03/1988 <b>University of Santo Tomas High School, Manila, Philippines</b>
LANGUAGES	English: Negotiated: Filipino (Tagalog): Negotiated:
ACCOMPLISHMENTS	<ul style="list-style-type: none"><li>Consistently maintained high customer satisfaction ratings.</li><li>Led team to achieve sales goals, earning recognition from upper management and financial reward.</li><li>Served on the board of Marina Chambers of Commerce and Kiwanis of Marina.</li><li>Volunteered on various community events such as Relay for Life, American Cancer Society, Girls Inc, Meals on Wheels, Salinas Airshow, United Way of Monterey Peninsula.</li></ul>
CERTIFICATIONS	<ul style="list-style-type: none"><li>Notary Public and Certified Loan Signing Agent</li><li>Licensed Life and Annuity - 2004-2007</li></ul>
ADDITIONAL INFORMATION	References: 1. Chris and Hyacinth Schnute - XXX-277-1592 2. Marco Lim - XXX-XXX-9618 3. Ricardo Castaneda - XXX-794-1500 4. Gennevie Navarro - XXX-XXX-2623 5. Gracie Grader - XXX-332-8658