

Summary

Strong leader with consultative sales skills. Offering a history of developing loyal customer relationships which drive recurring revenue. Ready to offer my years of experience in this industry to this new role dedicated to achieving financial equity specifically in communities that have been ignored. Adept in creating and implementing procedures to ensure effectiveness. Drive proactive customer engagement to deliver and achieve key business priorities. I'm an innovative leader with a solutions oriented mindset. Connecting with clients and the community to elevate focus on the in branch experience to establish solid relationships with community partners to support financial health.

Skills

- Strong leadership skills.
- Community partner, involved with many non profits in my footprint.
- Build a calendar that drives execution at all levels.
- Recruit, hire and retain top diverse talent
- Proven track record of coaching and developing a highly performing sales team.
- Consumer/commercial credit knowledge
- Understanding of financial planning and customer life cycle.
- Ability to build relationships and collaborate with other lines of business.
- Ability to lead managers remotely.
- Identify needs of market segment and ability to translate knowledge of financial markets and economic trends for execution of growth strategy.
- Display executive presence, able to influence others and manage conflict.
- Develop and deliver workshop.

Experience

Market Director Banking, 05/2015 to Current

Amazon.Com, Inc. – Duluth, GA

- Successfully manage a \$2.6B book of business. Responsible for achieving deposit and investment growth. Cultivate marketshare and customer retention.
- Drive risk and controls environment to protect client information and safety and to ensure we're operationally sound. Coaches the team to safeguard customers and our business.
- Conducts business reviews to deep dive into financials and people results.
- Attract, retain and develop top diverse talent. Create a culture of excellence and an environment that delivers an exceptional, diverse and inclusive workplace for both customers and employees.
- Actively coach Branch Managers to drive business results and achieve financial success.
- Foster the One Chase partnership between bankers and advisors to create an excellent customer experience.
- Maximize the use of digital innovation to allow clients to bank when, where and how they want.
- Prioritize with Branch Mangers the behaviors to ensure an excellent customer experience.

Field Support Manager/Chase Private Client Banker, 03/2013 to 04/2014

Almstead Tree And Shrub Care – North Haledon, NJ

- Implemented Chase Private Client in branches across Louisiana.
- Managed the sales and service methodology for CPC to support the branch teams.
- Train Branch teams for CPC Readiness
- Conduct product and sales training for BMs and Private Client Bankers.
- Ensure effective communication and interactions in addressing customer needs.
- Incorporated CPC in the Overall Customer Experience(OSAT) as part of branch priorities.
- Spearheaded growth initiatives to improve profit and loss standards by conducting branch visits by helping the BM develop a Branch Action Plan to deepen results.
- Use all available resources to inspect, coach and problem solve to support branch teams.lement

District Manager, 03/2003 to 04/2014

JPMorgan Chase – City, STATE

- Managed Sales and Service Methodology
- Maximized branch revenue by optimizing daily operations.
- Incorporated the Overall Customer Experience(OSAT) as part of branch priorities.
- Spearheaded growth initiatives to improve profit and loss.
- Resolved customer complaints to maintain high level of satisfaction.
- Manged the day to day branch operations and controls to safeguard our customers and our employees.
- Was licensed to sell investments as a Branch Manager.
- Worked closely with other LOBs to support client engagement.
- After Hurricane Katrina I was instrumental in working with Neighborhood Associations in the areas where I had branches to support initiatives to bring residents back.
- Managed from 12 to 23 branches depending on the corporate structure.
- Achieved National Achiever results.

Branch Manager, 03/1993 to 11/1999

JPMorgan Chase – City, STATE

- Managed branch team to address customers financial needs.
- Resolved customer complaints to maintain a high level of customer satisfaction.
- Managed the day to day branch operations and controls to safeguard our customers and our employees.
- Built relationships with new and existing customers by getting to know them by profiling to identify needs and preferences to customize products and services.
- Worked with community partners like schools and churches in the community to support customers in the footprint.
- Was licensed to see investments products.
- Achieved National Achiever results.

Education and Training

Associate of Arts: Communications, 05/1986

Loyola University New Orleans - New Orleans, LA

Activities and Honors

- Champion of Chase / Chase Ambassador
- Market Leadership Team Member(MLT)