

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

 (555) 432-1000

SUMMARY

SKILLS

- ## EXPERIENCE

08/2021 to CURRENT

BRANCH MANAGER, OPERATIONS

08/2007 to 08/2021

- Built strong rapport with new and existing members to better serve financial needs and promote branch loyalty.
- Addressed members concerns with suitable solutions.
- Verified cash by balancing cash drawers, vaults and maintaining cash count records.
- Tracked all negotiable items; Cashier's Checks, Money Orders, and Debit cards.
- Assigned duties to employees and examined work for accuracy, neatness and timeliness.
- Recruited, hired and trained new team members on regulations, compliance, and company operating systems.
- Complied to all regulations, policies and procedures set forth by upper management, board of directors and federal examiners.
- Managed scheduling and training.
- Designed sales and service strategies to improve revenue and retention.
- Implemented policies and standard operating procedures and managed quality, customer service and logistics.
- Improved morale and management communication by creating employee recognition and rewards practices.
- Guided employees on understanding and meeting changing member needs and expectations.
- Enforced federal, state, local and company rules for safety and operations.
- Motivated and evaluated personnel for performance improvement and goal achievement.
- Disciplined employees to encourage compliance with company policies and procedures.

SF MEMBER SERVICE

01/1994 to 08/2007

- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Opening new accounts for potential members and assisting on the initial loan applications.
- Handled member complaints to determine appropriate methods for resolution.
- Managed daily branch operations, member relations and minor IT troubleshooting.
- Managed the IRA program
- Fixed annuity representative
- Notary Public

EDUCATION AND TRAINING

1989

High School Diploma

03/1988

University of Santo Tomas High School, Manila, Philippines

LANGUAGES

Filipino (Tagalog):

Negotiated:

ACCOMPLISHMENTS

- Consistently maintained high customer satisfaction ratings.
- Led team to achieve sales goals, earning recognition from upper management and financial reward.
- Served on the board of Marina Chambers of Commerce and Kiwanis of Marina.
- 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.

CERTIFICATIONS

- Notary Public and Certified Loan Signing Agent
- Licensed Life and Annuity - 2004-2007

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