

# JESSICA CLAIRE

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## SUMMARY

Results-driven Business Banking Manager bringing 15+ years of experience in banking. Talents include negotiating contracts, networking with business leaders and solving routine and complex business problems. Positive and upbeat leader looking for a new professional challenge.

## SKILLS

- Account management
- Paperwork coordination
- Microsoft expertise
- Service processes
- Product and service knowledge
- Promotions understanding
- Strategy development
- Customer care
- Banking standards
- Sales leadership
- Team management
- Revenue generation
- Project management
- Small business relations
- Teller procedures
- Excellent communication skills
- Safe and vault operation
- Risk management evaluation background
- Strong sense of banking ethics

## EXPERIENCE

### 09/2013 to Current **Business Banking Specialist**

**First Citizens Bank** – Mauldin, SC

- Consulted with small business customers to determine needs and means and propose personalized banking solutions.
- Resolved business customer problems and offered technical expertise to answer questions and concerns.
- Provided customers with first-rate experience and developed long-lasting relationships.
- Enhanced relationships by providing excellent service to small business customers.
- Offered financial guidance to assist short-term and long-term planning.
- Informed customers about new products and lending solutions.
- Maintained current knowledge of bank offerings for business clients.
- Participated in meetings with potential customers and presented small business solutions.
- Guided teams to increase business portfolio and grow bottom-line profitability.
- Reviewed transactions for business customers to check accuracy and integrity.
- Attended continuing education seminars to stay updated on current small business laws and regulations.
- Monitored small business accounts to determine current product effectiveness.
- Implemented processes and protocols to validate and monitor risk assessments.
- Mitigated risk and exposure of security breaches through development of robust contingency plans exceeding federal mandates.
- Developed statistical models for risk assessment to other departments for investment plan evaluation.
- Proposed and managed successful marketing promotions and business plans.
- Set up and completed loans with and without security.
- Collaborated with team members to turn service inquiries into sales opportunities.
- Contacted potential retail clients to inform of products and services offered.
- Brought in new business and customers by utilizing promotional and networking strategies.
- Resolved customer inquiries to achieve high standard of service.

### 08/2011 to 09/2013 **Teller Specialist**

**Chipotle** – Fort Wayne, IN

- Handled daily scheduling for team of 7 employees, properly staffing all shifts.
- Greeted and assisted over 50customers per day professionally and courteously.
- Performed currency transaction reports for foreign currency.
- Performed basic administrative tasks regarding banking products, including handling phone calls, inquiries and emails.
- Handled cash transactions, balanced cash drawers, performed loan payments and issued cashier's checks.
- Completed monthly audits and managed overdraft reports.
- Increased knowledge of banking products and services by actively participating in available training classes and workshops offered to employees.
- Balanced daily cash deposits and vault inventory with zero error rate.
- Conducted special service and account transactions for customers, including ordering checks and placing stop payment orders.
- Verified amounts and integrity of every check or funds transfer.
- Maintained optimal financial controls by securing funds and making accurate transactions.
- Offered every customer exceptional service levels by remaining friendly and professional during every transaction.
- Met or exceeded sales goals by promoting bank products and services in every interaction.
- Offered to take on additional shifts during holidays and other busy periods to alleviate staffing shortages.
- Managed customer referrals to help financial services team members capitalize on sales changes.
- Adhered to strict guidelines regarding financial and customer data to avoid breaches and information misuse.
- Liaised between bank branches regarding best practices and operations.
- Kept teller window areas clean, organized and fully stocked.

### 10/2007 to 03/2011 **Assistant Manager**

**Bank Of The West** – City, STATE

- Implemented training processes for newly hired employees and supervised department managers, shift leads and production personnel.
- Conducted job interviews, led employee performance evaluations with constructive feedback and rewarded top sales performers to attract and retain top-quality personnel.
- Planned and prepared workflow schedules, delegating tasks for 7 member team.
- Completed inventory audits to identify losses and project demand.
- Initiated inventory control measures to manage and replenish stock, maintain cost levels and meet customer demand.
- Reviewed sales reports to enhance sales performance and improve inventory management accuracy.
- Cultivated hands-on training, assessment, guidance and performance monitoring programs to coach and mentor employees.
- Delegated daily tasks to team members to optimize group productivity.
- Directed and led employees, supervising activities to drive productivity and efficiency.
- Enforced company policies and procedures to strengthen operational standards across departments.
- Managed personnel scheduling, facilitating adequate coverage to meet demand.
- Oversaw team development according to industry service standards to further customer loyalty.
- Collaborated with store manager to develop strategies for achieving sales and profit goals.
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
- Mentored staff to enhance skills and achieve daily targets, using hands-on and motivational leadership.
- Supported sales management initiatives to optimize business development.
- Secured revenue, accurately monitoring transactions and deposits to eliminate discrepancies.
- Organized schedules, workflows and shift coverage to meet expected business demands.

## EDUCATION AND TRAINING

### Associate of Arts: Business Administration

Grand Canyon University - Phoenix, AZ