

CLEMENT CREMIN

129 Addison Street, Phoenix, AZ • +1 (555) 163 7799

WORK EXPERIENCE

SENIOR PERSONAL BANKER

08/2016 - PRESENT

New York, NY

- Keeps abreast of laws and regulations that affect
- Located at our Downtown Council Bluffs location
- Competes and maintains electronic client profiles using KeyBank's technology such as the Client Experience (CE) Desktop
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- Be knowledgeable in assisting customers with selling savings bonds, traveler's checks, cashier checks, and cash advances
- Make product suggestions based on the client's needs and refer to a member of the branch team
- Responsible for the staffing of the branch including recruiting/identifying talent and interviewing and selecting the branch team with involvement from ARL and Operations Leader
- Develop branch staff through observational coaching sessions, joint sales calls and using the coaching model and developing/utilizing individual professional growth plans
- Ensure the Branch team is trained on Key's products, sales, and service models

PERSONAL BANKER

01/2014 - 06/2016

Chicago, IL

- Provides financial solutions to clients to help them achieve their goals. Solutions could involve; payments, deposit, loan and investment products (with appropriate licensing)
- Supports acquisition of new clients and growth of current book of business by contacting and following up on system generated leads identified through the Client Experience (CE) Desktop (Key's branch platform system); documents activities by using the call report feature in the Desktop
- Participates in and occasionally facilitates daily branch huddles
- Participates in special projects, campaigns and assignments as requested
- Assists with coaching and training tellers and other branch professionals as needed
- Completes and maintains electronic client profiles using Key's technology such as the Client Experience (CE) Desktop
- Assists on the Teller platform with new and existing clients of the bank with account transitions, maintaining responsibility for a cash drawer and following proper balancing procedures. Takes opportunities identified on the teller line to deepen and expand client relationship

JUNIOR PERSONAL BANKER QFA

07/2010 - 09/2013

New York, NY

- Responsible for developing the branch team's understanding of Key's products and services,
- Key's sales and service process and the competitive landscape
- Engage in a disciplined approach to human capital by holding the branch team accountable for performance, providing training and recognizing/rewarding high performers
- Provides sales and service assistance to all clients. - Develops and maintains broad knowledge of products and services to appropriately support client needs
- Completes and maintains electronic client profiles using KeyBank's technology such as the Client Experience (CE) Desktop
- Consistently executes on Key's Branch Playbook and seeks opportunities to deliver distinctive client service with each interaction
- Establishes preset appointments, delivers quality Financial Wellness Review conversations, identifies needs, makes recommendations and follow's up

EDUCATION

THE UNIVERSITY OF ALABAMA

2004 - 2009

School's Degree in Banking

PROFESSIONAL SKILLS

- ☐ Math aptitude, typing skills (45-50 wpm), 10-key, filing; organized, and excellent communications skills
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- Strong knowledge of bank products, services and related bank programs, i.e., internet banking, phone, etc. Excellent verbal and written communication skills
- Strong organizational skills, including experience independently managing projects/initiativesSearch Jobs US
- Working knowledge of bank products, services and related programs, i.e., Internet Banking, Phone, etc. Excellent verbal and written communication skills
- Experience with sourcing and prospecting for new clients and client relationship building by using proactive sales skills, to meet sales and service goals
- Applies strong critical thinking and problem solving skills to meet customer's needs