

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Highly focused and dedicated Retail Banking Director with exceptional financial skills and strong client satisfaction record. Excellent manager of both small and large teams of retail banking staff using cordial and professional approach.

SKILLS

- Strong customer relations
- Private client coverage
- Strong interpersonal skills
- Extensive management skills
- Strong knowledge of all banking products and services

PROFESSIONAL EXPERIENCE

Director of Retail Banking, 08/2010 - Current

First Fidelity Bank – Edmond, OK

- Successfully created and developed a new Private Banking Division
- Personally manage a portfolio of 125 customers with \$62 Million in deposits
- Directly manage five Relationship Banking Officers and two Private Banking Centers in Rhode Island and Massachusetts
- Oversee entire portfolio of 625 customers with \$280 Million under management
- Assess clients' financial situations to develop strategic financial planning solutions
- Collaborate with deposit operations and compliance departments to develop policies and procedures
- Led and educated investment team on customer relationship management techniques.
- Research industry competitors and compile detailed analysis data

Branch Manager, 08/1993 - 07/2010

Citizens Bank – City, STATE

- Successfully relocated and opened a new branch location
- Grew the deposit base from \$90 Million to \$210 Million over a five year period
- Managed a branch staff of seventeen employees
- Consistently met and exceeded budget goals and placed in the top 10% of Branch Managers annually
- Recognized as Branch Manager of the Year in 2008 for the Rhode Island market

Retail Banking Management, 09/1988 - 07/1993

Old Stone Bank – City, STATE

- Completed a Retail Banking Management Program with exposure to all departments
- Managed the main branch office location

EDUCATION

Bachelor of Science: Economics, 1988

Boston College - Chestnut Hill, Massachusetts

AFFILIATIONS

Gloria Gemma Breast Cancer Resource Foundation, 2014 - 2017

- Active volunteer and developed strong partnership by sponsoring their annual calendar and hosting the annual calendar unveiling event

Woonasquatucket River Watershed Council, 2014 - 2017

- Volunteer with direct support of their Bike Camp program

DaVinci Center for Community Progress, 1994-2003

- Volunteer and Board Member