

Jessica Claire

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Professional Summary

Results driven Vice President with excellent employee development, customer service and analytics skills coupled with more than 28 years of experience. Excellent team builder and leader of initiatives.
Performance-driven Vice President with 28 years of experience aligning systems with business requirements, policies and regulatory requirements. Passionate about applying excellent organization and communication skills to manage and lead teams. Results-oriented individual well-versed in interfacing and consulting on business processes to drive results based on sound overall business judgment.

Accomplishments

Market All Star Recipient
Circle of Excellence Recipient
Gallup Grow Up Great Workplace Recipient
Van Buren County Community Advocate

Skills

- Relationship building and retention
- Customer and employee rapport
- Business planning and development
- Staff management and coaching
- Company guidelines
- Risk management and performance metrics

Work History

- 03/1993 to Current

VP, Banking Center Manager
Ucla Health – Pasadena, CA

 - Manages and leads priorities through planning and execution to drive all aspects of branch performance including growth activities for outside business development. Executes relationship management activities with new and/or existing consumer and business clients to grow sales, revenue and market share with relevant sales goals. Sources and fulfills relationship retention through the entire life cycle. Leads and coaches a high performing team that drives acquisition of growth, mitigates risk, develops and maintains collaborative eco-system partnerships and promotes employee engagement and positive consumer/business experiences.
 - Acquires, expands and retains all client relationships to generate revenue and deepen share of wallet in accordance with enterprise core values. Responsible for managing and growing Business Banking portfolio under 1MM in sales revenue. Drives business banking results primarily through business development, outside branch calling efforts and community involvement activities. Has foundational understanding of balance sheet and income statement. Builds an effective network of internal and external relationships (e.g. community, center of influence etc.) to actively acquire new clients and/or expand existing clients, enhance the client experience and build stronger loyalty.
 - Leads, coaches and executes a proactive and differentiated client experience. Coaches team to confidently engage with customers in technology enabled interactions, providing solutions and advice oriented consultation that improves client financial well-being. Leads effective problem resolution, making banking easy for customers. Connects all of PNC, delivering a seamless customer experience in an omni channel environment.
 - Leads the employee experience. Responsible for acquiring and retaining talent through effective onboarding, coaching and development. Makes talent development a priority for all branch team members . Ensures employees achieve performance and activity expectations through effective and ongoing performance management. Models PNC values by cultivating and supporting an inclusive workplace.
 - Through discovery conversations both proactive and reactive, identifies and implements client solutions and as appropriate collaborates with internal business partners in a timely manner. Effectively executes on contact management strategy through utilization of available tools and resources including routine outbound phone calls and in person meetings. Regularly meets with internal business partners to communicate and review business results and pipeline management.
 - Manages operational, human capital, reputational and business risk. Exercises leadership, authority and sound decision making to mitigate sales practice risk. Ensures compliance with regulatory guidelines and adherence to established policies and procedures.

07/1991 to 10/1997

Assistant Manager
Uncle Julio's – Skokie, IL

- Supervised all areas of restaurant to keep it clean and well-maintained.
- Immediately resolved issues with patrons by employing careful listening and communication skills.
- Purchased food and cultivated strong vendor relationships.
- Trained staff on proper cooking procedures as well as safety regulations and productivity strategies.
- Motivated staff to perform at peak efficiency and quality.
- Oversaw food preparation and monitored safety protocols.
- Maintained kitchen cleanliness and sanitation through correct procedures and scheduled cleaning of surfaces and equipment.
- Maintained high standards of food quality by reviewing shipments, overseeing preparation and monitoring food safety.

07/1985 to 09/1997

Manager
Oak Cove Resort – City, STATE

- Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates.
- Offered appropriate reservation options based on expected attendees when coordinating events.
- Greeted and assisted guests by gathering information pertaining to reservations or requests.
- Trained new employees, demonstrating best methods for serving clients and guests.

Education

No Degree: Business Administration And Management
Kalamazoo Valley Community College - Kalamazoo, MI

06/1991
High School Diploma
Brookwood High School - Snellville, GA