

# JESSICA CLAIRE

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## SUMMARY

Accomplished Leader with 20 years of progressive responsibilities in the banking industry. Well known for ability to develop departments, lead co-workers/staff, drive production and execute exceptional customer satisfaction.

## SKILLS

- Team leadership
- Client assessment and analysis
- Risk assessment
- Business Development
- Interpersonal and written communication
- Regulatory compliance
- Complex C&I relationship
- Coaching and mentoring
- Goal attainment
- Strategic implementation

## EXPERIENCE

### 04/2019 to Current **Commercial and Business Banking Team Lead**

**STCU – City, STATE**

- Build brand awareness and cultivate new business relationships through business development activities, community events, volunteer activities and social media.
- Lead team of commercial and business bankers focused on relationship banking and balanced growth.
- Developed and implemented calling plan for businesses with revenues of \$2MM to \$25MM utilizing market intelligence search platforms.
- Solicit, develop and service a wide variety of commercial loans, including OO CRE, Investment, Construction and C&I.
- Analyze P&L, balance sheets, AR, & business trends to determine debt structure and opportunities.
- Leverage relationships with internal partners to develop new strategies to enrich existing portfolio and source new opportunities, uncovering additional needs including cash management, merchant services etc.
- Translated corporate strategy into actionable plans, holding team accountable for following official sales process and coverage model plan.
- Recruited, developed and retained high-performing associates to build capable sales team consistently outperforming expectations.
- Anticipated business changes and implemented additional incremental growth programs as needed to exceed revenue and profitability goals.
- Adapted quickly to new challenges in market segment, communicating with team members to identify obstacles and implement plans of attack.
- Developed strategic sales growth plan for new markets.
- Increased sales with execution of full sales cycle processing from initial lead processing through conversion and closing.

### 01/2016 to 03/2019 **Commercial Banking Relationship Manager, V.P.**

**Umpqua Bank – City, STATE**

- Provide solutions based banking services to business clients through active business development and relationship management
- Manage a \$58MM credit portfolio which includes Commercial Real Estate (Owner Occupied and Investment) and C&I lending; including asset based lines of credit, equipment, commercial credit cards, letters of credit, merchant services and treasury management
- Collaborate with internal partners to ensure client is provided optional banking solutions; maximizing capital and cash flow operations
- Mentor other Commercial Banker's, assisting with loan structure and pricing
- Portfolio relationship enhancement/expansion
- Exceeded annual production goals by 168%
- Exceeded annual deposit goals by 162%
- Exceeded annual loan fee goal by 167%

### 01/2011 to 01/2016 **Credit Solutions Manager, VP**

**Umpqua Bank/Sterling Bank – City, STATE**

- Review all business credit requests for 65 retail branches, make recommendations accordingly
- Prepare personal and business credit analysis
- Train and mentor managers on business lending; including business development, structuring and credit analysis
- Provide recommendations for complex relationships; including loan structuring and cash management
- Review all declines and escalation requests
- Develop and implement business development strategy

### 12/2008 to 01/2011 **Associate Banking Manager**

**Sterling Bank – City, STATE**

- Develop overall program strategy and business plan for newly created department
- Create brand loyalty by developing innovative and market leading products and services
- Developed onboarding program for products and services
- Create and manage all in house marketing media, logo, SharePoint site and company correspondence in regard to department
- Research, develop and implement ideas for annual promotions
- Originate employee consumer lending and deposit relationships
- Manage team and initiatives to accomplish budget goals for deposits, consumer loans, cross sell and employee banking participation
- Increase participation to 92% within 1st year
- Increase loan production by 200% in 1st year

## EDUCATION AND TRAINING

2017

**Graduate School of Banking: Banking**

Pacific Coast Banking School - University Of Washington

Bachelor of Arts: Communications/Marketing

Gonzaga University - Spokane, WA

## ACCOMPLISHMENTS AND ACTIVITIES

- Presidents Club, elected by Executive Leadership in recognition of leadership excellence.
- Speaker at Women In Business Conference
- Presenter for "Ask the Experts", Tri-Cities Regional Chamber of Commerce program.
- Credit Union Day at the Capital
- CUNA Government Affairs Conference