

Professional Summary

Professional Branch Service Manager skilled at informing clients about banking products and services while recommending best options to meet needs. Results-oriented self-motivator with over 10 years in sales and branch management, and general bank operations.

Skills

- Problem-solving skills
 - Professional demeanor
 - Client Service
 - Relationship building
 - Account management
- Effective problem solver
 - Excellent time management skills
 - Adherence to high customer service standards
 - Exceptional interpersonal communication

Work History

Banking Officer / Branch Service Manager , 12/2004 to Current

Mfa Oil – Omaha, AR

- Achieve and maintain a high level of customer service and satisfaction.
- Train, coach, motivate and develop Branch personnel in required skills to achieve service quality goals and compliance with operational procedures.
- Assess performance and complete performance reviews of Branch personnel in a timely manner. Develop a team environment and positive employee morale.
- Prepare Disciplinary Action Notices when required and discipline and/or discharge Branch personnel consistent with HR guidelines.
- Interview, hire and orient Branch personnel's.
- Respond to employee complaints in a timely fashion, consistent with the banks policies, regulatory requirements and legal requirements, and escalate through proper channels.
- Assist the TSM in coaching and developing staff in product knowledge to achieve in-branch sales, referrals and service quality goals.
- Coach and manage branch personnel in selling. Participate in and help develop and organize in-branch sales activities as assigned by Tertiary Manager.
- Meet individual in-branch sales goals as determined by the Tertiary or District Sales Manager.
- Build and expand customer relationships to maintain deposit base and grow the branch.
- Manage all operational aspects of the branch functions to ensure satisfactory audit ratings and adherence to compliance requirements.
- Full knowledge of all branch operations encompassing making sound business decisions and including.
- Manage timely submission and accuracy of all Branch Management operational reports, AML reporting and audits as required.
- Maintain and prepare daily, weekly and/or monthly reports.
- Coached staff to improve efficiency and revenue with more effective procedures and approaches.
- Delivered quality service with remarkable efficiency by skillfully overseeing daily branch operations.
- Cross-sold products and service's by listening to customers and understanding needs and taught staff to implement similar processes in every interaction.
- Built trusting relationships with members by offering sound financial advice and personalized service.
- Handled customers' complaints and questions with utmost professionalism to restore satisfaction and maintain loyalty to branch.
- Enhanced branch production rates by handling staff conflicts, evaluations, hiring/termination processes, coaching employees on company protocol.

Management Trainee, 06/2002 to 11/2004

Bluelinx Corporation – Marietta, GA

- Managed customer expectations through strategic communications and helped each navigate sales processes.
- Supported sales team with administrative assistance such as coordinating paperwork and responding to basic inquiries.
- Shadowed sales professionals to gain deeper insight into best practices and strategies for maximizing sales revenue.
- Helped organize sales events and meetings, including preparing materials and setting up spaces.
- Tracked, measured and reported on trends for sales team analysis and decision making.
- Developed and implemented comprehensive salesperson training program.
- Demonstrated products to customers, answered questions and redirected objectives to positive features.
- Identified new sales opportunities each week and leveraged knowledge of company goals and strategies to offer insight into viability of potential connections.
- Developed referral-based sales opportunities by keeping in contact with existing customer base.

Sales Manager, 01/2001 to 12/2003

Hand In Hand Realty – City, STATE

- Arranged corporate and office conferences for company employees and guests.
- Tracked and recorded expenses and reconciled accounts to maintain accurate, current and compliant financial records.
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities.
- Performed billing, collection and reporting functions for office generating annually.
- Compared vendor prices and negotiated for optimal savings.
- Oversaw appointment scheduling and itinerary coordination for both clients and personnel.
- Oversaw office inventory activities, including ordering and requisitions, stocking and shipment receiving.
- Provided complete meeting support, including materials preparation and notes or minute taking.
- Handled all incoming business and client requests for information.
- Completed bi-weekly payroll for employees.
- Solved problems timely and effectively, ensuring customer satisfaction.
- Interacted with customers professionally by phone, email or in-person to provide information and directed to desired staff members.

Education

Bachelor of Arts: Business Administration And Management, 06/1999

University Of Guyana - Guyana, South America

Certificate Program: Business Administration

Queens College 2002-2003 - Flushing, NY

No Degree: Marketing

Drake Business School - Manhattan, NY