

JESSICA CLAIRE

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SUMMARY

Results-driven Business Banking Manager bringing 15+ years of experience in banking. Talents include negotiating contracts, networking with business leaders and solving routine and complex business problems. Positive and upbeat leader looking for a new professional challenge.

SKILLS

- Account management
- Paperwork coordination
- Microsoft expertise
- Service processes
- Product and service knowledge
- Promotions understanding
- Strategy development
- Customer care
- Banking standards
- Sales leadership
- Team management
- Revenue generation
- Project management
- Small business relations
- Teller procedures
- Excellent communication skills
- Safe and vault operation
- Risk management evaluation background
- Strong sense of banking ethics

EXPERIENCE

- 09/2013 to Current **Business Banking Specialist**
First Citizens Bank – Mauldin, SC
- Consulted with small business customers to determine needs and means and propose personalized banking solutions.
 - Resolved business customer problems and offered technical expertise to answer questions and concerns.
 - Provided customers with first-rate experience and developed long-lasting relationships.
 - Enhanced relationships by providing excellent service to small business customers.
 - Offered financial guidance to assist short-term and long-term planning.
 - Informed customers about new products and lending solutions.
 - Maintained current knowledge of bank offerings for business clients.
 - Participated in meetings with potential customers and presented small business solutions.
 - Guided teams to increase business portfolio and grow bottom-line profitability.
 - Reviewed transactions for business customers to check accuracy and integrity.
 - Attended continuing education seminars to stay updated on current small business laws and regulations.
 - Monitored small business accounts to determine current product effectiveness.
 - Implemented processes and protocols to validate and monitor risk assessments.
 - Mitigated risk and exposure of security breaches through development of robust contingency plans exceeding federal mandates.
 - Developed statistical models for risk assessment to other departments for investment plan evaluation.
 - Proposed and managed successful marketing promotions and business plans.
 - Set up and completed loans with and without security.
 - Collaborated with team members to turn service inquiries into sales opportunities.
 - Contacted potential retail clients to inform of products and services offered.
 - Brought in new business and customers by utilizing promotional and networking strategies.
 - Resolved customer inquiries to achieve high standard of service.
- 08/2011 to 09/2013 **Teller Specialist**
Chipotle – Fort Wayne, IN
- Handled daily scheduling for team of 7 employees, properly staffing all shifts.
 - Greeted and assisted over 50customers per day professionally and courteously.
 - Performed currency transaction reports for foreign currency.
 - Performed basic administrative tasks regarding banking products, including handling phone calls, inquiries and emails.
 - Handled cash transactions, balanced cash drawers, performed loan payments and issued cashier's checks.
 - Completed monthly audits and managed overdraft reports.
 - Increased knowledge of banking products and services by actively participating in available training classes and workshops offered to employees.
 - Balanced daily cash deposits and vault inventory with zero error rate.
 - Conducted special service and account transactions for customers, including ordering checks and placing stop payment orders.
 - Verified amounts and integrity of every check or funds transfer.
 - Maintained optimal financial controls by securing funds and making accurate transactions.
 - Offered every customer exceptional service levels by remaining friendly and professional during every transaction.
 - Met or exceeded sales goals by promoting bank products and services in every interaction.
 - Offered to take on additional shifts during holidays and other busy periods to alleviate staffing shortages.
 - Managed customer referrals to help financial services team members capitalize on sales changes.
 - Adhered to strict guidelines regarding financial and customer data to avoid breaches and information misuse.
 - Liaised between bank branches regarding best practices and operations.
 - Kept teller window areas clean, organized and fully stocked.
- 10/2007 to 03/2011 **Assistant Manager**
Bank Of The West – City, STATE
- Implemented training processes for newly hired employees and supervised department managers, shift leads and production personnel.
 - Conducted job interviews, led employee performance evaluations with constructive feedback and rewarded top sales performers to attract and retain top-quality personnel.
 - Planned and prepared workflow schedules, delegating tasks for 7 member team.
 - Completed inventory audits to identify losses and project demand.
 - Initiated inventory control measures to manage and replenish stock, maintain cost levels and meet customer demand.
 - Reviewed sales reports to enhance sales performance and improve inventory management accuracy.
 - Cultivated hands-on training, assessment, guidance and performance monitoring programs to coach and mentor employees.
 - Delegated daily tasks to team members to optimize group productivity.
 - Directed and led employees, supervising activities to drive productivity and efficiency.
 - Enforced company policies and procedures to strengthen operational standards across departments.
 - Managed personnel scheduling, facilitating adequate coverage to meet demand.
 - Oversaw team development according to industry service standards to further customer loyalty.
 - Collaborated with store manager to develop strategies for achieving sales and profit goals.
 - Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
 - Mentored staff to enhance skills and achieve daily targets, using hands-on and motivational leadership.
 - Supported sales management initiatives to optimize business development.
 - Secured revenue, accurately monitoring transactions and deposits to eliminate discrepancies.
 - Organized schedules, workflows and shift coverage to meet expected business demands.

EDUCATION AND TRAINING

Associate of Arts: Business Administration
Grand Canyon University - Phoenix, AZ