

JESSICA CLAIRE

100 Montgomery St. 10th Floor
(555) 432-1000 - resumesample@example.com

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 commerical 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 out-performing 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