

# Brenya Skaggs

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Proficient in using independent decision-making skills and sound judgment to positively impact company success. Skilled in working under pressure and adapting to new situations and challenges. Dedicated to personal and professional growth by motivating, leading, and training.

## KEY SKILLS

- |                           |                         |                         |
|---------------------------|-------------------------|-------------------------|
| ✓ Process Improvement     | ✓ Customer Service      | ✓ Adaptability          |
| ✓ Effective Communication | ✓ Leadership & Teamwork | ✓ Regulatory Compliance |
| ✓ Training & Development  | ✓ Conflict Resolution   | ✓ Business Planning     |

## RELEVANT PROFESSIONAL EXPERIENCE

### Retail Field Manager

Central National Bank

April 2020 to Present

Manhattan, KS and Wamego, KS

*Manage a team of 8 Personal Bankers throughout multiple locations including a Commercial Lending Office.*

- Work alongside the Retail Business Development Manager and Market President to identify new business opportunities to maximize profits.
- Manage a profitable portfolio of quality loans that fit within the bank's credit risk profile and policy as a Consumer Loan Officer.
- Oversee all areas of branch operations including customer service, branch security, cash management, ATM and Vault operations, regulatory compliance, branch financial performance, operational efficiency, and customer growth.
- Hire, schedule, coach and manage retail staff in-person and via phone/electronically to ensure optimal staffing/coverage, high performance standards, staff development and on-boarding measures are being met.
- Member of Alloy Labs nCino, Retail Leadership Team (RLT)

### Customer Contact Center Manager

Central National Bank

January 2019 to March 2020

Topeka, KS and Junction City, KS

*Managed a team of 14 Customer Contact Center Reps between two locations and departments: Call Center and the Interactive Teller Machine (ITM) Department.*

- Assisted with the development and implantation of Jack Henry and NCR's new ITM program, TellerEnterprise.
- Served as the Bank's point of contact for online banking and mobile banking errors, bill pay processing, online loans, online accounts, and additional account maintenance.
- Reviewed daily team performance to ensure calls and resolution of customer issues are handled according to policies and procedures. Established and oversaw performance targets for the call center and ITM's through regular performance reviews.

- Responsible for recruiting, conducting interviews, extending offers, scheduling both departments and onboarding new employees.
- Member of the Marketing and Advertising Committee (M.A.C), Technology and Steering Committee (TSC) and Retail Leadership Team (RLT).

**Branch Manager**  
Central National Bank

December 2014 to December 2018  
Lawrence, KS

*Managed a team of 4 Personal Bankers through a full service in-store branch.*

- Oversaw all areas of branch operations including customer service, branch security, cash management, ATM and Vault operations, regulatory compliance, branch financial performance, operational efficiency, and customer growth.
- Provided adequate and ongoing training and development to branch personnel. Training includes consumer loan training and ITM training.
- Developed and maintained relationships to generate new business customers while also maintaining and expanding existing consumer and business banking relationships.
- Member of the Marketing and Advertising Committee (M.A.C), Product Champion for business solutions and Member of the Technology and Steering Committee (TSC).

**Financial Service Representative**  
Central National Bank

May 2013 to November 2014  
Manhattan, KS

- Ensure knowledge of and compliance with Standard Operating Procedures to satisfy operational, technical, and regulatory requirements.
- Maintained an effective product/program knowledge base to determine a current or prospective customer's financial needs and promote and/or sell the appropriate bank product / service.
- Developed and enhanced customer relationships by processing transactions including paying and receiving cash and other negotiable instruments, serving as the primary point of contact for new accounts and consumer loans.

## **PROGRAMS & LANGUAGES**

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- |           |   |                        |
|-----------|---|------------------------|
| ✓ SQL     | ✓ Jack Henry Software                       | ✓ Bottomline           |
| ✓ Python  | ✓ Google Docs/Slides                        | ✓ Profit               |
| ✓ Tableau | ✓ Microsoft Office-<br>Word, Excel, Outlook | ✓ NCR- Network Manager |

## **EDUCATION**

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**Data Analytics Boot Camp**  
University of Kansas

**April 2022**

**Schools of Banking KBA & NBA**  
Kansas Banking Association

**April 2019**

**References available upon request**