PHILADELPHIA, US, 19143 • [MICAHSPOTWOOD@GMAIL.COM](mailto:MicahSpotwood@gmail.com) • [(215) 892-4030](tel:(215) 892-4030)

MICAH SPOTWOOD

PROFESSIONAL SUMMARY

Dynamic and results-driven professional with over 14 years of experience in operations management, customer service, and financial services. Proven ability to effectively manage client relationships, lead cross-functional teams, optimize workflows, and ensure compliance with FAA and TSA regulations. Highly skilled communicator with a strategic approach to stakeholder engagement and problem resolution.

SKILLS

Operations Management, Customer Service, Team Leadership, Process Improvement, Financial Strategy, Conflict Resolution,

Regulatory Compliance, Team Development, Training, Financial Planning, Risk Management.

EMPLOYMENT HISTORY

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| OPERATIONS SUPERVISOR  Frontier Airlines | Oct 2024 - Present  Philadelphia, PA |

• Oversee airport operations, ensuring efficient flight transitions and superior passenger service.

• Lead and train teams including gate agents, ramp crew, and customer service staff.

• Manage real-time flight disruptions, gate changes, and passenger issues.

• Improved on-time performance rate to 95% through proactive team management.

• Reduced customer complaints by 20% by implementing targeted training programs.

BUSINESS BANKER Jan 2023 - Jul 2024 Citizens Bank Philadelphia, PA

• Managed and grew business client portfolios, achieving 15% higher client retention and 10% revenue growth.

• Led client engagement strategies, significantly increasing customer satisfaction.

• Facilitated financial literacy seminars and client onboarding processes.

• Mentored junior bankers in relationship management and financial strategies.

SENIOR RELATIONSHIP BANKER May 2018 - Jan 2023 Santander Bank, N.A. Philadelphia, PA

• Managed diverse client portfolios, increasing customer satisfaction and retention rates.

• Developed and implemented effective client acquisition strategies, enhancing satisfaction scores by 20%.

• Collaborated with internal departments to streamline banking operations and improve service efficiency.

MEMBER SERVICES REPRESENTATIVE Feb 2017 - May 2018 Police and Fire Federal Credit Union Philadelphia, PA • Provided individualized financial counseling for over 200 members annually.

• Analyzed client interactions to identify opportunities for service improvements.

• Resolved complex financial issues, maintaining high satisfaction ratings.

PERSONAL BANKER Nov 2015 - Feb 2017 Santander Bank, N.A. Philadelphia, PA

• Delivered personalized financial planning services, significantly enhancing client relationships.

• Enhanced customer service processes, reducing turnaround times by 25%.

• Contributed to strategic discussions on improving banking operations.

CUSTOMER SERVICE REPRESENTATIVE Aug 2013 - Nov 2015 TD Bank Philadelphia, PA

• Increased customer satisfaction by 20% through exceptional service delivery.

• Streamlined internal workflows, significantly reducing customer wait times.

• Coordinated cross-departmental efforts to improve client outcomes.

ENVIRONMENTAL SERVICES TEAM LEADER Jul 2011 - Aug 2013

Children’s Hospital of Philadelphia Philadelphia, PA

• Managed team operations to ensure compliance with health and safety standards.

• Implemented sanitation and infection control protocols, enhancing hospital hygiene.

• Optimized operational efficiency through effective scheduling and team management.

EDUCATION

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| BACHELOR OF ARTS, BUSINESS FINANCE & SOCIOLOGY Morehouse College  ASSOCIATE'S DEGREE, BUSINESS, MANAGEMENT & MARKETING Community College of Philadelphia | 2007 - 2011  Atlanta, GA  2003 - 2005 Philadelphia, PA |

LINKS

LinkedIn: [www.linkedin.com](https://www.linkedin.com/in/micah-spotwood-2166a2100).

CERTIFICATIONS

SERIES 6 & SERIES 7 LICENSES

LANGUAGES

English (Native).