**Micah Spotwood​**

Philadelphia, PA | MSpotwood@gmail.com | (215) 892-4030 | linkedin.com/in/micah-spotwood-2166a2100

**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**

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| ●​ Operations Management  ●​ Customer Service Excellence  ●​ Team Leadership & Development | ●​ Financial Strategy  ●​ Conflict Resolution  ●​ Process Improvement |

**Professional Experience**

**Operations Supervisor​**  
*Frontier Airlines, Philadelphia, PA | Oct 2024 – Present*

●​ 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​**  
*Citizens Bank, Philadelphia, PA | Jan 2023 – Jul 2024*

●​ 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​**  
*Santander Bank, N.A., Philadelphia, PA | May 2018 – Jan 2023*

●​ 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​**  
*Police and Fire Federal Credit Union, Philadelphia, PA | Feb 2017 – May 2018*

●​ 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​**  
*Santander Bank, N.A., Philadelphia, PA | Nov 2015 – Feb 2017*

●​ 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​**  
*TD Bank, Philadelphia, PA | Aug 2013 – Nov 2015*

●​ 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​**  
*Children’s Hospital of Philadelphia, Philadelphia, PA | Jul 2011 – Aug 2013*

●​ 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​**  
 Bachelor of Arts, Business Finance & Sociology | Morehouse College, Atlanta, GA | 2007–2011 | GPA: 3.6

Associate’s Degree, Business, Management & Marketing | Community College of Philadelphia | 2003–2005 | GPA: 3.1

**Certifications**

●​ Series 6 & Series 7 Licenses