Micah Spotwood

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**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.

**EXPERIENCE**

*Frontier Airlines,* ***Operations Supervisor***

*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.

*CITIZENS BANK,* ***Business Banker***

*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.

*Santander Bank, N.A.,* ***Senior Relationship Banker***

*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.

*Police and Fire Federal Credit Union,* ***Member Services Representative***

*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.

*Santander Bank, N.A.,* ***Personal Banker***

*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.

*TD Bank,* ***Customer Service Representative***

*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.

*Children’s Hospital of Philadelphia,* ***Environmental Services Team Leader***

*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**

*Morehouse College*

*Bachelor of Arts •* ***Business Finance & Sociology*** *• 2007 - 2011*

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*Community College of Philadelphia*   
*Associate’s Degree •* ***Business, Management & Marketing*** *• 2003 - 2005*

**SKILLS**

Operations Management • Customer Service Excellence • Team Leadership & Development • Financial Strategy • Conflict Resolution • Process Improvement

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