

# ASTRID HUDSON

## Assistant Branch Manager

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☎ (123) 456-7890

📍 Phoenix, AZ

in [LinkedIn](#)

## WORK EXPERIENCE

### Assistant Branch Manager

#### Wells Fargo

📅 2019 - current 📍 Phoenix, AZ

- Oversaw \$34 million in customer accounts, ensuring prompt and accurate record-keeping using Quickbooks integration.
- Conducted weekly training sessions for all bank staff using Microsoft Teams, **increasing overall productivity by 32%**.
- Used Asana to handle scheduling and staffing, decreasing overtime costs by 13%.
- Managed 63+ high-net-worth client accounts, maintaining a 97% annual retention rate.

### Branch Supervisor

#### Bank of America

📅 2016 - 2019 📍 Tucson, AZ

- Fostered a positive work environment by conducting weekly team meetings and **improving employee satisfaction by 27%**.
- Used BambooHR for onboarding recruits, reducing the average onboarding time from 2 weeks to 4 days.
- Implemented Zendesk to manage feedback from account holders, resulting in a 21% increase in resolved queries and a 16% growth in customer satisfaction scores.
- Identified and prevented 33+ potential operational risks, **keeping the branch's annual error rate below 0.5%**

### Operations Specialist

#### BBVA USA

📅 2013 - 2016 📍 Tempe, AZ

- Handled a team of 17 representatives and collaborated on tasks with Microsoft Teams, **increasing productivity by 28%**.
- Implemented automation workflows, **reducing manual transaction verifications by 53% and human error by 74%**.
- Earned the bank a customer satisfaction score of 92% or higher through prompt service.
- Led the customer support team and integrated Zendesk, reducing customer complaint resolution time by 43%.

## EDUCATION

Bachelor of Science

Business Administration

#### Arizona State University

📅 2009 - 2013

📍 Tempe, AZ

## SKILLS

- Salesforce
- QuickBooks
- SharePoint
- Zendesk
- Asana
- Microsoft Teams
- Tableau
- BambooHR