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| Sharlee Albertson | | |
|  | 1132 Erickson St. | Lake Oswego, OR 97034 | 503.709.0983 | [sharleejolson@gmail.com](mailto:sharleejolson@gmail.com) | | |
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| Objective | | |
| Seeking a full time bank management position in order to fully utilize the broad spectrum of banking skills and management experience I have obtained over the past decade. I hold a special place in my heart for genuine customer service, especially when it involves customer’s finances. I am deeply passionate about banking and would truly love the opportunity to be part of such a highly regarded group. | | |
| Skills Profile | | |
| * Extensive customer service skills * Advanced cash handling * Natural and proven management and mentor abilities * Proven sales and motivational skills | | |
| Employment History | | |
| US Bancorp, Customer Service Manager | | 6/1/2008 — 7/1/2009 |
| Hillsboro, OR   * In charge of hiring sales force. Conducted prescreening, conducting interviews and selecting bankers and additional sales positions * Led employee meetings and training events * Planned and hosted customer service events as well as sales events. * Created goal setting workshops for staff members as well as conducting monthly/quarterly employee reviews * Responsible for sales numbers for the branch * Branch won multiple awards and recognition based off sales performance under my management | | |
| Wells Fargo Home Mortgage, Mortgage Consultant | | 11/1/2007 — 6/1/2008 |
| Portland, OR   * Utilized customer service skills in sales presentations to potential home buyers and refinance candidates * Initiated first time home buyer seminars for Portland home owners * Worked with a team of Mortgage Consultants to streamline the mortgage buying process   sharlee albertson page 2 | | |
| Washington Mutual Home Mortgage, Bank Loan Consultant | | 7/1/2006 — 11/1/2007 |
| Portland, OR | |  |
| * Specialized in high dollar refinance and purchases * Led home buyer presentations to low income areas on a volunteer basis * Co-hosted open houses in the West Hills area of Portland, working in conjunction with area realtors * Utilized customer service skills to make high-end borrowers feel appreciated and respected * Created a large client base using market knowledge and field experience, people skills, rapport building, and networking | | |
| Washington Mutual, Senior Licensed Banker | | 5/1/2002 — 7/1/2006 |
| Portland, OR   * Held investment licenses (Series 6 and 63) as well as insurance licenses, in order to provide clients with various investment opportunities within their local bank branch * Worked as a financial consultant, advising clients how to make their money/assets work best for them * Starting position as an intern, promoted thru various positions ending as a Sr. Licensed Banker | | |
| Activities | | |
| * Volunteer, Hacienda and Housing Authority of Portland, Financial Counselor (on call) 2010 * Volunteer, Various charity golf tournaments, 2002-present * Hobbies include running marathons, golf, hiking, and yoga   references   * Mike Huynh, Bank Manager, known since 2005   503-709-0827, Michael\_Huynh@keybank.com   * Jessica Holycross, Customer Service Representative, known since 2008   503-367-7475, [Jjholy1@yahoo.com](mailto:Jjholy1@yahoo.com) | | |
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