

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105

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## SUMMARY

Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

## HIGHLIGHTS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

## ACCOMPLISHMENTS

Outstanding Bank Manager

## EXPERIENCE

01/2011 to 10/2014 **Assistant Banking Center Manager**

**Seacoast National Bank** , ,

- Oversaw a team of five bankers that executed all sales activities; established and achieved sales goals through effective sales management techniques. Recruited, trained, and mentored staff on client profiling, conducting sales meetings, and closing deals.
- Exceeded goals and expectations; conducted skills assessment, performance management, development feedback, and coaching of employees and sales force.
- Utilized consultative sales approach to define customer goals and develop solutions that cultivated strong relationships with customers.
- Managed day-to-day branch operations, including problem resolution, customer service, sales, and over-seeing the banking center team
- Responsible for maintaining all compliance and operation issues, and audits of the branch, specific to applicable federal, state, local laws, and regulations, as well as Comerica policies and procedures
- Ensured reconcilements and balanced items are resolved on a timely basis, proof corrections, NSF and return items, Reg D, Reg CC, large item review, teller balancing, monitoring and correction
- Oversaw the servicing of customer accounts and ensured changes were handled in a timely manner, including research requests and/or additional information as requested
- Researched, wrote and reviewed operating procedures to keep branches and deposit operations up-to-date on policies and procedures
- Assigned to additional branches to oversee the overall operational performance and to train managers and employees to set standards and perform procedural activities per Comerica standards
- Assisted Regional Operations Manager with support on special projects, including currency reporting company wide and Process and Procedure Manual for new assistant managers and other employees
- Provided training and education to all staff members regarding fraud, operational risk, robbery, privacy/information protection, cash control and negotiable items, and all other operational tasks
- Sourced and fund business loans and mortgage products, and developed team members lending knowledge on various products and solutions

03/2008 to 03/2010 **Wells Fargo Company Licensed Financial Specialist**

**Newrez** , ,

- Top Sales Producer - December 2009, Top Small Business Accounts Opened - May 2009
- Exceeded monthly production goals of \$1,000,000 in demand deposits, \$100,000 investment referrals, and \$150,000 credit lines; opened and maintained demand deposit and time accounts, sold insurance products, and fixed annuities
- Initiated, structured, and closed mortgage loans and business lines of credit; referred customers for brokerage services and other cross-functional opportunities
- Initiated team efforts with the staff to achieve sales goals, operational excellence and issues during sales meetings and/or while assisting customers

11/2006 to 09/2007 **Accredited Home Lenders, Field Account Executive**

**Fremont Investments And Loans** , ,

- Solicited brokers to acquire subprime loan packages for funding and establish wholesale mortgage market share for the company
- Surpassed market share objectives with loan volumes of over \$6,000,000 per month, exceeding company profit goals for account executives

07/2000 to 10/2006 **Senior Loan Officer**

**Windsor Capital Mortgage And American Residential Funding** , ,

- Windsor Capital individual Top Producer of the Month - July 2005, Windsor

Capital Platinum Club - 2004 and 2005, Gold Club 8 x's between 2003 - 2005, Silver Club 8x's between 2003 and 2005, Windsor Capital Branch Top Producer - 2003, 2004 and 2005

- Hired, managed, and trained new loan officers for mortgage production and sales
- Funded over \$100,000,000 in mortgage loans for single and multi-family properties
- Partnered with title companies, real estate agents, contractors, and escrow officers to solicit new clients and generate mortgage loans

## EDUCATION

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**BS: Electrical and Computer Engineering**

**University of Michigan, College of Engineering - ,**

GPA:

Education & Licenses: University of Michigan, College of Engineering, BS Electrical and Computer Engineering

2015

**Certificate: Project Management**

**University California - Irvine, California**

GPA:

University California - Irvine, Certificate in Project Management 2015 Microsoft Project, Excel and Word proficient

## CERTIFICATIONS

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Wachovia Bank, N.A., a Wells Fargo Company Licensed Financial Specialist - March 2008-March 2010 University California - Irvine, Certificate in Project Management

## PROFESSIONAL AFFILIATIONS

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Windsor Capital individual Top Producer of the Month - , Windsor Capital Platinum Club - and 2005, Gold Club 8 x's between 2003 - 2005, Silver Club 8x's between 2003 and 2005, Windsor Capital Branch Top Producer - 2003, and 2005

## PRESENTATIONS

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Product Presentations

## SKILLS

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Loans, Mortgage, Sales, And Sales, Mortgage Loans, Clients, Escrow, Multi-family, Real Estate, Sales Goals, Sales Meetings, Accounts And, All Sales, Audits, Basis, Cash, Closing, Coaching, Consultative Sales, Customer Accounts, Customer Service, Effective Sales, Lending, Operations, Operations Manager, Performance Management, Problem Resolution, Receptionist, Reconcilements, Retail Sales, Sales Activities, Sales Force, Sales Management, Securities, Solutions, Training, Annuities, Brokerage, Credit, Top Sales, Account Executive, Field Account, Market Share, Subprime, Excel, Microsoft Project, Project Management, Word