

Professional Summary

Results-driven banking professional with over 10 years of experience in team management, leveraging expertise in Microsoft Office to drive operational efficiency. Proven track record of success in leadership roles, with a strong background in management within the banking sector.

Professional Experience

Senior Banking Operations Manager (BA10)

Inazuma.co | January 2020 - Present

Operations Manager (BA8)

Nova Bank | June 2018 - December 2019

Key Achievements:

- Successfully implemented a process automation project, resulting in a 30% reduction in operational costs.
- Developed and executed a training program for new hires, improving team efficiency by 25%.

Responsibilities:

- Managed a team of 10 operations staff.
- Coordinated with IT to resolve system issues.

Team Lead, Customer Service (BA6)

Pinnacle Financial Services | March 2015 - May 2018

Key Achievements:

- Achieved a customer satisfaction rating of 95% through effective team management and process improvements.
- Reduced average response time to customer inquiries by 40%.

Responsibilities:

- Supervised a team of 5 customer service representatives.
- Analyzed customer feedback to inform service improvements.

Customer Service Representative (BA4)

FirstLine Bank | August 2012 - February 2015

Key Achievements:

- Consistently met or exceeded monthly customer satisfaction targets.
- Identified and reported a critical system issue, preventing potential data loss.

Responsibilities:

- Handled customer inquiries via phone, email, and in-person.
- Processed transactions and maintained accurate records.

Education

Bachelor of Science in Business Administration

University of Michigan | May 2012

Technical Skills

Productivity Software:

- Microsoft Office (Excel, Word, PowerPoint, Outlook)

Management Tools:

- Team Management
- Process Automation

Banking Systems:

- Core Banking Software
- Online Banking Platforms