Robin Shlosser

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| Profile | | | | | | | |
|  | | Administrative support professional offering versatile office management skills and proficiency in Microsoft Office programs. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality. | | | | |
| Education | | | | | | | |
|  | | Capital Community College - Hartford, CT | | | | | |
| Project Management  Strategic Leadership | | | | | |
| **Center for Financial Training – Norwalk, CT**  Principles of Banking  Law and Banking Principles  Additional workshops include Bank Security Issues, Calling on Small Business Customers, Servicing and growing Small Business Relationships, Consumer Loans, Deposit Products, Personal Account Documentation, and Safe Deposit Legal and Liability Issues. | | | | | |
| Key Skills | | | | | | | |
|  | | Office Skills: | Office Management  Records Management  Database Administration | Spreadsheets/Reports  Event Management  Meeting Minutes | | Front-Desk Reception  Executive Support  Liaison | |
|  | | Computer Skills: | MS Word  MS Excel  MS PowerPoint | MS Outlook  MS Access  MS Project | | Lotus Suite  Financial Software  Internet Research | |
| Experience | | | | | | | |
|  | Metlife of CT - Bloomfield, CT  07/2008-08/2011 | | | | Senior Customer Service Rep. | | |
| *Highlights:* Provided timely courteous and knowledgeable responses to information requests regarding Annuities and Retirement Accounts from customers, Agents and Broker/Dealers.   * Attained my Series 6 license in 2009, renewed in 2011. * Responsible for answering 50 - 100 calls per 8 hour period in a timely manner. * Used active listening skills to address caller's concerns. * Provided required information accurately without being prompted in a clear and confident manner. * Stated correct actions for caller to follow while mentioning all applicable risks and restrictions. * Confirmed instructions and information provided and stated all applicable dates and timeframes. * Logged and noted all accounts accurately. Escalated calls to appropriate person when needed. | | | | | | |
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**Windsor Locks Federal Credit Union, Windsor Locks CT Business Dev. Officer/Front Desk CSR**

**09/2004-03/2007**

*Highlights:* This was a one location office looking to improve their market presence.

* Implemented and ran the National Endowment Financial Education (NEFE) program in both Windsor Locks and East Windsor High Schools, teaching approximately 300 Juniors and Seniors per year.
* Developed innovative PowerPoint presentation used by myself to market our products to potential members.
* Mentored/Tutored for the English as a Second Language (ESL) program at Windsor Locks Library.
* Originated numerous new Mortgage, Commercial and Residential Loans and Savings products.
* Collaborated with East Windsor High School to implement a banking in school program.
* Event programming at numerous trade shows, businesses, town meetings and local organizations.
* Helped coordinate dozens of recruitment events (average of 12 large gatherings per year) that contributed to consistently high enrollment levels.
* Created Excel reports and PowerPoint presentations.  
    
  **Enfield Federal Savings & Loan, Enfield, CT Assistant Secretary/Branch Mgr.–Bus. Dev.  
  12/2002-09/2004**

*Highlights:* This was a merger from Windsor Locks Community Bank. Enfield Federal has changed its name to New England Bank.

* I managed a full service branch new to the area (Broad Brook) with 4 full time employees.
* Acquired approximately $750,000 in new Commercial Deposits.
* Generated approximately $1,000,000 in new Commercial Loans.
* Delivered approximately $750,000 in new Residential Mortgages.
* B2B Business Development.
* Performance management, wage/hour issues and scheduling, recruitment and retention activities, conducting surveys, questionnaires and exit interviews and training.  
    
  **Windsor Locks Comm. Bank, Windsor Locks, CT Assistant Treasurer/Branch Mgr.–Bus. Dev.  
  05/1994-12/2002**

*Highlights:* I began as a Teller and moved my way up to IRA Supervisor then Branch Manager. Functioned as liaison for merger with Enfield Federal Savings & Loan. Communicated effectively with multiple departments to plan meetings and prepare agenda/minutes. Established strong relationships to gain support and effectively achieve results.

* Created IOLTA and Commercial Deposit Account products, policies and procedures increasing base.
* Initiated the “Save for America” program in the Windsor Locks School System.
* Devised and ran many of the training programs for Tellers (Ex: IRA, IOLTA, Insight, Microsoft Word and Lotus).
* Collaborated daily with the IT department at our processing center (COCC) to implement new products, changeover of software and merger of computer systems.
* GL responsibilities include opening, reconciling and closing accounts.
* Managed a branch in Windsor Locks with six full time Employees.
* B2B Business Development.
* Performance management, wage/hour issues and scheduling, recruitment and retention activities, conducting surveys, questionnaires and exit interviews and training.
* Earned excellent marks on performance reviews, with citations for excellence in areas including work volume, accuracy and quality; ability to learn and master new concepts; positive work ethic; and commitment to providing unsurpassed service.