**Katarzyna Paprocka**

Newington, CT 06111

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**Qualifications**

* Communication and interpersonal skills
* Effective analytical and problem solving skills
* Ability to schedule and prioritize work
* Multi-tasking and fast pace learning abilities
* Strong technical and operational skills
* National Mortgage Licensing System Certified
* Bilingual (Fluent in Polish)
* CT Notary Public

**Work Experience**

**TD BANK, N.A. May 2007 – Present**

Store Supervisor

* Supervises and performs tasks in accordance with bank procedures
* Manages resources and schedules for the entire store
* Originates Loans and Mortgage Applications
* Prepares documents for loan closings and coordinate appointments with Customers
* Maintains and process system feeds to General Ledger for Teller Over/Short, Cash Items, and Teller Differences in Process
* Closes monthly reports and reports findings to Regional Operations Officer
* Develops, supervises and conducts annual performance appraisals for employees
* Takes ownership of Customer problems and reports resolutions to Manager
* Identifies and resolves conflicts between employees and management, clarifies work relationships and alleviates communication problems
* Participates in Store opening and closing security procedures
* Processes payments, reversals, rejects, and customer service/store maintenance requests
* Assesses and delegates work assignments to ensure a sound and productive work environment

**Accomplishments**

Effective management and mentoring of peers contributed to achieve outstanding audit and compliance results. Current Store Champion for “Money Out Campaign”. Store is currently pacing at 203.00% to goal.

Head Teller

* Supervision of Teller staff
* Coaching and Training of new Tellers
* Accepting loan payments
* Cashing checks, selling and cross selling a wide range of Company products

**Accomplishments**

Successfully lead team and achieved 1st place ranking in credit card applications from all stores from Maine to Florida.

Customer Sales Representative I

* Exceeded assigned goal each quarter from 2007 to 2009. Ranked 2nd and/or 3rd Sales Representative in Hartford Region.
* Analyzes credit data to determine risk involved in extending credit or lending money using ALSCOM.
* Selling and cross-selling range of Company products
* Resolving customer issues revolving around accounts and billing inquires
* Generating and pursuing sales leads by telephone, letter and personal contact
* Implementing specific sales initiatives and campaigns into overall sales strategy
* Identifying opportunities for cross sales and educating customers on the various product line offerings
* Participating in the development of ongoing branch sales promotional strategies and activities
* Assisting with the preparation and development of branch sales plan, including direct sales and referral activities
* Strategizing with other team members about market position opportunities, market competition and other company initiatives

**Accomplishments**

Sales Performance Award for 2008 for constantly exceeding assigned sales goal.

**Computer Skills**

Intermediate: QuickBooks, Visio and Access

Advanced: Word, Excel, Power Point, Outlook, Lotus Notes, Fidelity, ALSCOM

**Education**

Central Connecticut State University 2007 – Present

Bachelor of Science, Accounting In Major GPA 3.32

Expected Graduation Spring 2013

**Trainings Completed**

Managing Change

Business Lending 101

Providing Constructive Feedback

Consumer Lending 101

Valuing Diversity

Sales and Service Connection

Business Banking 101

Mortgage Training

Time Management

Sales and Service for Retail

BSA/Atchley Reporting