

Claire Buck
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May 2017 to present
Zions Bank
VP Commercial Relationship Manager

Responsible for management and growth of assigned portfolio of business loans.

- Acquire and process SBA and commercial loans
- Provide support for branches existing business clients base while maintaining loan covenants and compliance standards
- Exceed customer and branch service expectations
- Maintain business relationships and work to enhance client performance

April 2010 to May 2017
US Bank
AVP Branch Manager
Midtown Branch

Responsible for managing the daily operations of the branch with a current staff of 8 employees.

- Process business loan applications and refer business clients for treasury management services, prepare and make recommendations for SBA and Commercial lending packages using current underwriting and policy guidelines
- Complete and input conventional 15 and 30 year mortgage loans
- Proactively maintain a book of business with 75 ongoing prospects using outside marketing and presentation skills , I am also tasked with a 40% conversion rate year over year
- Prepare and present branch statistical information including profitability calculations, loan and deposit growth, and lending pipeline.
- Motivate and encourage employee growth through online course-work and career development planning and coaching

September 2008 to March 2010

BBVA Compass Bank
AVP Branch Retail Executive

Responsible for managing the daily operations of the branch with a current staff of 9 employees.

- Provide weekly progress reports based on statistical branch progress.
- Compete with and against the other branches in our region (total of 17) and am ranked against 142 other branches for growth, new accounts, deposit balances both consumer and business.

- Process business loan applications and recommend treasury management services, prepare and make recommendations for SBA and Commercial lending packages using underwriting and policy guidelines
- Complete and input conventional 15 and 30 year mortgage loans.
- Decision NSF reports to maintain allowable loss percentages.
- Build a book of business while maintaining relationships with a current portfolio of 100 business clients
- Prepare and present branch statistical information including profitability calculations, loan and deposit growth, and lending pipelines

December 1996 to August 2008

Mountain America Credit Union Card Products Manager Branch Manager III

- Managed all aspects of multiple BINS over 280K cards
- Certified in Visa Compliance and Arbitration
- Completed Visa Business School Certification
- Member of the PEMCO Advisory Committee
- Member of the Mountain America University Committee
- Prepared and submitted Visa Quarterly Income/Interchange reports-
- Beta tested online quarterly taxes program for Visa USA
- Facilitated two mergers involving a full credit/debit transition
- Maintained and tracked all debit/credit issuance, disputes and fraud claims
- Managed, filed, and prepared responses to all **Visa Compliance and Arbitration** submissions
- Facilitated the Olympic card issuance program

Branch Manager I West Valley Branch / Opened branch 11/04 managed until promoted to a level III Branch 2/05

Recognized as the #1 branch for rescued loans.

Grew approximately 13 million in assets (first year)

Branch Manager III Taylorsville Branch 02/05 to 6/08

Asset base 75 Million / Loan base 42 Million

12 Employees

Activities

Board of Directors Tree Utah

Co-Captain MS 150 Bike Team representing MACU

Ambassador for Ballet West

Founding member of the Mountain America University Committee

Volunteer at Utah Center for the Blind