

John Parks Whitaker

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Summary

In the financial industry for the last eight years, I have gained tremendous experience in true customer-first care, leadership, management, team building, lending, community outreach, and business development.

Work Experience

Branch Manager II STAR Financial Bank Noblesville, IN 12/2018-05/2019

- Managed a team in a universal bank setting
- Coached and trained each employee in sales, lending, and operational excellence
- Developed new opportunities through Chamber of Commerce activities and committees
- Set expectations for branch partners and staff for working in tandem
- Expanded share of wallet of existing personal and business clients
- Oversaw the operations of the branch to avoid risk and losses to the bank
- Provided exceptional customer service with outstanding survey results
- Proactively sought out new venues and marketing for the bank to have a presence

Assistant Branch Manager PNC Bank Zionsville, IN 08/2015-12/2018

- Managed the teller staff to ensure operational excellence and increase sales referrals
- Coached my bankers in their sales conversations and orange belting to increase production
- Engaged clients to build PNC relationships in personal and business banking
- Led Quick Starts to kick off the days with energy and product focuses
- Worked with partners to expand revenue in business banking, mortgage, and investments
- Selected for the first ABM Leadership Program for Indiana
- Named to the 2016 Market All-Stars for individual and team performance

Licensed Personal Banker Fifth Third Bank Indianapolis, IN 09/2011-08/2015

- Managed and serviced all account relationships for consumer and business banking clients
- Developed investment opportunities with FINRA licensing to grow revenue
- Drove all new account sales and branch revenue growth
- Networked with local businesses for commercial lending and employee benefits
- Consistently scored among the highest in the company in customer experience surveys

Sales Account Manager Verizon Cincinnati, OH 05/2010-09/2011

- Sold Verizon Wireless phones and service plans to customers in-store
- Excelled in a competitive 100% commission environment
- Trained new sales reps and continued as a mentor them once training was complete
- Developed new business opportunities for account creation
- Delivered customer service for concerns on billing issues, malfunctioning phones, etc.

Education

Taylor University
Upland, IN

International Marketing
GPA 3.87

Bachelor of Arts Degree
Graduation: May 2010

Honors/Activities/Interests

- 2016 Market All-Stars at PNC Bank
- Management Leadership graduate at PNC Bank
- Executive Board Member of the Hamilton County Theatre Guild
- Graduated Magna Cum Laude from Taylor University
- Beta Alpha Epsilon Business Honors Society member, 2008-2010
- Dean's List, 2006-2010
- President's Scholarship, 2006-2010
- Actor in Noblesville and Carmel community theatres
- Music Scholarship, 2006-2010

Professional and Personal References

<u>Name</u>	<u>Phone Number</u>	<u>Email Address</u>	<u>Relationship</u>	<u>Time Known</u>
Ryan Blakley	317-529-9836	ryanblakley@gmail.com	Manager at PNC	4 years
Brad Fenton	812-249-9772	bradwfenton@gmail.com	Manager at Fifth Third	5 years
Tony Mascari	317-431-8396	ajmascari@aol.com	Manager at Fifth Third	7 years
Ryan Shelton	317-645-7757	actorryan@sbcglobal.net	Director at the Belfry Theatre	6 years
Mark Tumey	317-509-6884	marktumey@comcast.net	Director and Board Member	6 years

Further References Available Upon Request