

JOSHUA JANKOWSKI

Professional Branch Manager / Financial Advisor

CONTACT

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PROFILE

Experienced professional with 15+ years of leadership; successfully managing multiple branch locations at several financial institutions and leading underperforming teams to overall success and consistency. Excellent in interfacing with stakeholders to achieve common goals and networking with industry and community professionals to garner business and provide mutually beneficial solutions. Always looking to expand my knowledge in my current industry and learn additional skills that can apply to different facets of my life.

EDUCATION

Masters of Business Administration
Western Governors University
Graduated: 2017

Bachelor of Business Administration
University of Washington
Graduated: 2008

Cert of Web Dev Methods: Full Stack
University of California, San Diego
Graduated: 2022

LEADERSHIP SKILLS

Verbal & Written Communication

Delegation of Duties

Leading High-Performance Teams

Gallup Strengths Coach

Leading Projects to Completion

Notary License Obtained

Registered as MLO

Coaching Employees

Conducting Observations

Needs-Based Sales

Net Promoter Score > 90%

World Class Service

WORK EXPERIENCE

Branch Manager III
US Bank / San Diego / May '21 – Current
Branches: Imperial Beach

- Achieved 8/8 on Performance Excellence (sales). The first branch to do so in the district in 2 years.
- Consistently achieved higher production and activities compared to year-over-year trends at the Imperial Beach location.
- Coached employees to build their own book of business from scratch.
- Credit Card Champion for the district who would support the district and motivate the team to achieve sales goals.
- Joined the Imperial Beach Chamber to network with community leaders to gain US Bank brand recognition and future business.
- Conduct all employee evaluations and reviews every six months.
- Conducted monthly and weekly coaching & observations to improve employee performance.
- Promoted 3 employees since arrival.

Branch Manager
Key Bank / Seattle / Jan '19 – Apr '21
Branches: Belltown & SoDo

- Achieved the "Red Key" award for the first time in 10 years under my leadership in Belltown.
- Able to fully staff the SoDo location after not being fully staffed for around 5 years.
- Canvased local businesses and clientele to open new relationships with KeyBank around the branch location.
- Small Business Leader for the area, hosting weekly meetings and strategy sessions with all employees.
- Coached employees to learn the ability to make cold calls and be able to schedule appointments for clients they never met.
- Worked with multiple managers to coordinate a strategy to promote KeyBank's products and services to ensure the entire district wins.
- Worked closely with line of business partners in order to create seamless solutions for KeyBank clients including retail and back-office partners.
- Payroll Protection Program Lead for the district during pandemic.
- Leveraged the PPP Program to grow Key's business clientele through building lasting relationships.

TECHNICAL SKILLS

Microsoft Office

Adobe Studios

HTML

CSS

Javascript

Express.js

GraphQL / Apollo Server

MongoDB

mySQL

React

Handlebars

REFERENCES

Jay Henslee

US Bank

Current District Manager

P: 916.212.7955

E: jay.henslee@usbank.com

Patricia Cash

Key Bank

Previous District Manager

P: 425.213.4359

E: patricia.cash@keybank.com

Eric Huambachano

SDCCU

Previous Manager

P: 805.501.4739

E: eric.huambachano@sdccu.com

Ingrid Draney

WSECU

Previous Manager

P: 206.788.5740

E: puchuna21@gmail.com

- Increased market share through expansion of book of business with development of new and existing relationships as required by region, and by closely monitoring and tracking KPIs.
- MLO/NMLS certified for mortgage processing.
- Signature Guarantee certified.

Vice President, Branch Manager

San Diego County Credit Union / San Diego / Dec '14 – May '18

Branches: Point Loma, Mission Valley, San Diego & National City

- Met checking, auto, investments, ratio, after-market products, teller sales and direct deposit goals by 115% or more for 2016, 2017 and 2018.
- Completed annual budget and made sure branch stayed within it.
- Promoted two employees to higher position within the credit union.
- Coached employees to develop book of business and maintain relationships with members.
- Engaged with community and attended over 30 events throughout each year.
- Became apart of the Peninsula Chamber to network with community.
- Processed mortgage loans from start to finish.
- Opened new location for SDCCU: National City Branch. The branch became the #1 producer in checking, AMPs, Investment Referrals, MSR Sales and FSR encounters first year of opening.
- Conducted daily, monthly and quarterly audits.

Assistant Branch Manager

KeyPoint Credit Union / Cupertino / Mar '14 – Nov '14

Branches: Cupertino

- Hired four new staff members once onboarded and helped to reorganize the branch after management change.
- Chosen as the training supervisor for new core system implementation.
- Provided several useful areas of opportunity for the credit union to streamline processes to make transactions more efficient for members.
- Coach employees to sales and audit practices
- Initiated mortgage and equity loans for members.
- Attended community events to garner business and network such as Diwali, Santa Clara Chamber meetings, etc.

Assistant Branch Manager

Washington State Employees Credit Union / Seattle / Mar '07 – Mar '14

Branches: University District

- Business Development – Orchestrated meetings with community leaders in order to spread the word about our credit union and solicit new membership.
- Exceeded service expectations earning a perfect 4.0 rating from our membership in 2012 and 2013.
- Helped redefine new employee lending training by coaching the existing trainers.
- Conduct loan audits and teller audits to ensure consistency.
- Implemented new "Universal Agent" position within branch network.
- Motivate staff based on observed interest.
- Reduced branch employee count through attrition to reduce costs and still keep same standard of efficiency.
- Maintained branch budget within credit union guidelines.
- Hired and trained six new employees and molded them into star performers.
- Selected as the contact point for employees to discuss the upcoming changes to WSECU's field of membership.