MAHSA RIASATI

**Regional Banking Manager**

(703) 347.3530 | Ashburn, VA | [Mahsa.Riasati@yahoo.com](mailto:Mahsa.Riasati@yahoo.com) | [LinkedIn](https://www.linkedin.com/in/mahsa-riasati-99a08b99/)

Driven and motivated Customer Onboarding Leader with significant experience facilitating world-class customer onboarding experiences to maximize value. Skilled at coordinating and managing multiple projects, identifying and developing risk mitigation plans to deliver projects on time and within budget. Leverages a people leadership approach, maintaining positive relationships with clients and staff. Trusted advisor to customers, business leaders, and community members.

**CORE COMPETENCIES**

Team Leadership Coaching & Training Customer Service & Engagement

Recruiting & Onboarding Stakeholder Development Conflict Resolution

Account Management Cross-Team Collaboration Technologically Proficient

**PROFESSIONAL EXPERIENCE**

**Branch Manager,** *Wells Fargo* Jun 2018 – Nov 2022

* Led multiple teams through daily operations and in the preparation of annual internal and external examinations by regulatory agencies and internal compliance.
* Increased customer retention by 20% by training staff members on appropriate customer service and upselling techniques.
* Managed financial reporting and analyzed expenses and profitability to forecast monthly budget while accounting for variances.
* Drove and enhanced regulatory compliance and risk-related discussions through meetings and individual team sessions as the Subject Matter Expert.
* Assisted with HR-related tasks, including recognition programs, employment policy compliance, and enrolling in annual benefit programs while escalating employee relations issues to human resources.
* Recruited and hired top talent, conducted interviews, and on boarded new team members while managing the offer process.

**Service Manager,** *Wells Fargo* Mar 2016 – Jun 2018

* Trained, coached, and led a team of four tellers, implementing performance appraisals to drive staff professional development and increase quality of service delivery.
* Provided positive and efficient customer experiences while planning and executing daily activities and staff schedules for operational excellence.
* Achieved performing audit evaluation, implementing and revising processes to efficiently run teller line within policies and procedures.

**Lead Teller,** *Wells Fargo* Feb 2015 – Mar 2016

* Scheduled and monitored Teller staff, sending out work and managing the opening and closing of the branch.
* Ordered and shipped foreign currency and acted as the ATM custodian for three consecutive quarters, following all policies and procedures to ensure compliance.
* Ensured Tellers provided excellent customer experiences, managing and resolving escalated customer complaints while achieving recognition for the most sales.

**Teller,** *Wells Fargo* Oct 2014 – Feb 2015

* Recognized for providing exceptional customer service, ranked Fourth for Teller Sales in Q2 2015 and Top Sales Teller for two consecutive quarters.
* Prepared and released cash shipments, ordered cash, and managed foreign currency transactions for two consecutive quarters.

**Recruiting Manager & Head Teacher,** *Modern English, Malaysia* Mar 2011 – Sep 2014

* Provided award-winning service by discovering and seeking-out best candidates inside the education system, researching top talent, and maintaining knowledge of current business news.
* Organized and attended events and sourcing campaigns to increase referral generation.
* Educated candidates on job requirements and prepared them for classes, reviewing lesson plans for all teachers.

**EDUCATION**

**Certificate in English Language Teaching for Adults,** British Council, Malaysia

**Master in Geology,** Shahid Beheshti University, Iran

**Bachelor in Geology,** Shahid Beheshti University, Iran

**ADDITIONAL SKILLS**

**Software** | MS Office & CRM, Cloud Cord

**Languages** | English & Farsi