|  |
| --- |
| Mahsa Riasati |

|  |  |
| --- | --- |
| Tel: 703-347-3530  43310 John Michael Ter, Ashburn, VA 20148 | Email: Mahsa.riasati@yahoo.com |

|  |  |
| --- | --- |
| Skills & Abilities | * Over 10 years of experience in customer service and management * Experience in financial reporting * Major strengths in planning, problem solving and communication * Demonstrate accuracy, attention to details and ability to work well in a team environment |
| Experience | **Branch Manager June 2018-Nov 2022**  **Wells Fargo － multiple locations**   * Lead multiple teams that delivers fast, friendly, and welcoming customer experience * Generate financial reporting to analyze each position expense and profitability * Work closely with district manager in monthly forecasting and analyze variances to previous forecast and budget * Advise clients on account structures with complexity * Proactively anticipate and advise team members and clients on risk and fraud to mitigate risk * Lead multiple teams’ preparedness and readiness for annual internal and external examinations by regulatory agencies and internal compliance and risk department * Lead and provide subject matter expertise to drive and enhance regulatory, compliance and risk related discussions through meetings and morning huddles or one on one sessions with team members * Escalate employee relation issues to human resources * Assist all team members to stay in compliance by following employment policy and regulations * Assist team members to enroll in annual benefit programs offered by Wells Fargo * Increase customer retention from 60% to 80% and customer service experience * Network with potential candidates and recruit the best candidate during visits to different businesses and social function * Create schedule for in person interview * Conduct interviews and recommend candidates to service manager * Conduct onboarding activities by gathering validating legal documents * Onboard new team members and prepare all the paperwork for onboarding * Managed the offer process, including establishing salary ranges, other incentives available, start date, Support in-person appointments and Manage I-9 processes by ensuring appropriate documents are completed, maintain records and audits for accuracy, responsible for compliance principles of all documentation received * Manage the operating goals of the store * Supported company HR initiatives and programs – recognition programs, Corporate Social Responsibility Programs, events, and conferences. * Prepare and submit all the confidential documents for new team members   **Service Manager March 2016- June 2018**  **Wells Fargo － Ballston Metro**   * Lead a team of 4 tellers that delivers fast, fun and friendly customer service * Support branch manager in planning and executing day to day activities to effectively run the branch * Create, train and coach a successful team through the development of the staff * Implement annual performance appraisals for all teller team * Use and analyze cloud cord to create monthly and weekly schedules for teller team * Monitor staffing closely to avoid service breaks * Manage the operating goals of the store * Achieved performing BCR (audit) evaluation during tenure as Service manager * Implement and revise processes to effectively run the teller line * Collaborate with branch manager and tellers to establish development plans   **Lead Teller February 2015 to March 2016 Wells Fargo － Ballston Metro**   * Provide excellent customer service in all customer interactions manage and * Resolve customer conflicts Follow policies and procedures to ensure compliance * Schedule and monitor staffing for teller line responsible for ordering cash, * Send out teller work, and opening and closing the branch in charge of * Ordering and shipping out foreign currency * ATM custodian for 3 consecutive quarters * Received recognition for best achievement in sales in the teller line   **Teller October 2014 to February 2015 Wells Fargo － McLean**   * Provide exceptional customer service (Recognized by Wells Fargo CEO) * Ranked 4th best teller in sales in Greater McLean District for the 2nd * quarter 2015 * Top Teller in Sales in McLean Branch for 2 consecutive quarters * Responsible for preparing and releasing cash shipment, as well as ordering cash * Responsible for foreign currency transactions ATM custodian for two consecutive quarters.   **Recruiting manager /Head Teacher March 2011- September 2014**  **Modern English-Kuala Lumpur-Malaysia**   * Find the best candidate inside the education system to serve our students with the award-winning service * Practically research top talents and stay updated on current business news * Execute on referral generation by organizing/ attending events and sourcing campaigns * Educate candidates on the job requirement and prepare them to start their classes * Review lesson plans for all teachers * Have regular weekly meetings to go over all the updates and changes |
| Education | * British Council – Kuala Lumpur, Malaysia – CELTA (Certificate in English Language Teaching To Adults) 2014 * Shahid Beheshti University – Tehran, Iran – Masters in Geology 2010 * Shahid Beheshti University – Tehran, Iran –Bachelors in Geology 2006 |
| Skills | * Goal oriented * Strong attention to details * Highly organized * Multi-tasking * Bilingual (Farsi and English) * Expert in staff management and scheduling * Excellent in team leadership * Outstanding in written and verbal communication * Significant Staff development and training experience * Excellent in using MS word/ MS Excel |
| References | **Maryam Firoozabadi**  District Manager, Wellsfargo.  [Maryam.r.firoozabadi@wellsfargo.com](mailto:Maryam.r.firoozabadi@wellsfargo.com)  3109207998  **Timothy Dodgen**  Vice President and Senior Client manager, City National Bank  [Timoty.dodgen@cnb.com](mailto:Timoty.dodgen@cnb.com)  2027342804  **Nazanin Motekalemi**  Senior Regional Branch Manager, Chase  [Nazanin.motekalemi@chase.com](mailto:Nazanin.motekalemi@chase.com)  7038999544 |