

OPERATIONS MANAGER - CASH PROCESSING

Summary

Ambitious Operations Manager and effective leader who excels at using proven methods and cutting edge technology to successfully cut costs, streamline operations and increase productivity. Seasoned Manager with an extensive background in Lockbox, Check Processing, ATM Processing, Cash Processing, Mail Room Operations, Shipping and Receiving, Customer Service, Implementation and Business Transformation. Success based on a leadership style that focuses on coaching, developing and motivating subordinates for improved performance; facilitates ownership for results.

Accomplishments

- Balanced daily cash vaults totaling an average of \$7,500,000.
- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
- Improved operational efficiency by 16% through identifying process issues and developing strategic recommendations for improvement.

Skills

- Customer Service, Forecasting, Inventory Controls, Team Leadership, Operations Management, Troubleshooting and Problem Solving, Process Improvement Strategies, Project Management, Risk Management, Strategic Planning and Microsoft Office Products.

Experience

Operations Manager - Cash Processing 07/2014 to 07/2015 GardaWorld City , STATE

- Managed various departments ensuring accurate and efficient processing of Cash, Check, ATM, Coin and Change Order processing.
- Outperformed current established deposit processing productivity standards by 23%.
- Reduced error resolution response time by 22% by categorizing types of inquiries and assigning complex out-of-balance transactions to more senior investigators.
- Monitored fund transfers from the Federal Reserve Bank of Chicago to various cash vaults with 100% accuracy.
- Managed monthly P & L's and exceeded quarterly goals by 5% in the first two quarters of 2015.
- Discovered 14% in additional revenue opportunities not currently being charged to complex clients.
- Strengthened security procedures, which reduced distribution errors to armored trucks by 11%.
- Reduced overtime by 18% by cross-training 100% of cash vault employees on different accounts.
- Awarded the Most Improved Service Award from First Midwest Bank.

Vice President, Senior Operations Manager - Lockbox Department 09/2006 to 04/2013 Bank Of America City , STATE

- Managed the Chicago Lockbox weekend shift consisting of approximately 150 employees and increased the overall productivity throughput by 16%.
- Increased productivity by 16% while simultaneously reducing headcount by 26%.
- Drove process for the 2012 site budget plan to a favorable variance of \$1.9MM (5.9%).
- Chaired the Chicago Wrong Payee Verification project, which resulted in exceeding the 2012 All In Accuracy DPMO of 170 to an exceptional quality level of 90.
- Designed a daily, weekly and monthly forecasting model, which resulted in an overtime reduction of 21% in 2012.
- Delivered zero inventory FCI's for the entire year of 2012.
- Achieved a #1 site ranking in Quality and Productivity in 2012 from a ranking of #13 in 2010.
- Improved Distribution errors by 43% by streamlining the workflow in the Re-association and Shipping areas.
- Promoted to Vice President in 2011 and recognized for exceptional productivity and quality results for the weekend shift operation.
- Awarded the 2010 Chicago Top Performer Award.
- Attained a perfect score of 100% on the Associate Satisfaction Survey in 2009.
- Composed new standard operating procedures for Image Platform functions.
- Managed staffing schedules, personnel performance, payroll, training, coaching, teamwork and compliance training.

Assistant Vice President - Proof Manager 01/2003 to 09/2006 Bank Of America City , STATE

- Managed Chicago Proof Operations with a staff of 12 employees, executing a 100% on-time final release for posting.
- Reduced proof amount reject rate of 0.24% to 0.14%.
- Reduced cost per proof item encoded from 0.
- Improved fields encoded per FTE from 191,891 to 204,175.

Operations Team Manager - Check Processing Department 05/1993 to 01/2003 Bank Of America City , STATE

- Managed Check Processing Department, which included Inbound Cash Letter, Data Center, Reject Repair, Reconciliation and Outbound Cash Letter Shipments.
- Improved dollars processed per Check Operations FTE from \$4,292,884,849 to \$5,047,300,362.
- Improved dollar value per transit item processed from \$1,434 to \$1,455.
- Improved IBM 3890 sorter prime pass reject item's monthly average from 0.98% to 0.86%.
- Improved prime pass volume per FTE from 310,883 to 331,469.

Supervisor - Lockbox Department 01/1989 to 05/1993 First National Bank Of Chicago City , STATE

- Supervised a staff of 38 employees over a seven day operation, while successfully meeting deadlines in a fast-paced, deadline driven environment.
- Increased production by 22% and improved quality by 29%.
- Increased communication between management and staff, which gained the trust and support of personnel working in a multicultural environment.
- Advised clients with the research and adjustment of account deposit information via telephone.

Education

Diploma St. Benedict High School City , State