

# Karen L. Fields

Pearland, TX 77584

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## Branding Statement

A highly motivated professional with a demonstrated history working in the financial industry, with years of expertise in customer service, cash management, cash handling, audit compliance, banking operations, federal banking regulations and managerial responsibilities

## Summary of Qualifications

- Strong analytical and problem solving abilities coupled with self-motivation
- Committed team player with exceptional interpersonal and communication skills
- Devoted to continuous improvement and productivity enhancement

## Professional Experience

**Brink's Inc.**

**Cash Operations Manager**

**Chicago, IL.**

**11/2016 – 05/2018**

- Handled complex and escalated customer service issues to resolve any and all matters
- Administered the weekly & monthly process of performing Cash Financials Reports, Audit of Inventories, Variance Analyses and Productivity Reports
- Implementation and development of shift-schedule resulting in reduction of overtime hours by 50%
- Identified and implement strategies to improve quality of service, productivity and profitability
- Responsible for interviewing, hiring, training, and appraisal performance for all employees
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**Garda World**

**Cash Operations Supervisor**

**Broadview, IL.**

**02/2013 – 02/2015**

- Proficient in the management of preparing currency shipments for the Federal Reserve Bank
- Guarantee all strap and bundle verification of currency is accurate and performed under dual control
- Initiated adjustments, identified suspect counterfeit currency and reported accordingly
- Responsible for the compliance and training of Federal banking regulations including but not limited to the Bank Secrecy Act, Suspicious Activity Report and the USA Patriot Act

**TCF Bank**  
**Branch Manager, Officer**  
**Burr Ridge IL.**  
**08/1999 – 02/2010**

- Coordinate, direct, manage and participate in the sales and operations within a retail environment to achieve corporate objectives
- Conducted outside sales opportunities to generate new business, while also maintaining and expanding existing consumer and business banking relationships
- Communicate new policies and procedures, to promote sales, product knowledge, and customer service to achieve sales goals and maximal continuous staff development
- Oversee all business transactions and practices, ensuring compliance with all regulations, bank policies, procedures and internal audit requirements

**Education**  
**Benedictine University**

Lisle, IL.

Bachelor's Degree