

EDUCATION

- Graduated from William Fleming High School in June of 2002 with High School Diploma
- Attended Virginia Western Community College from 2011-2012

LICENSES/CERTIFICATIONS

- Notary Public for Commonwealth of VA
- Licensed Real Estate agent
- Completed 60 hours of education through Long and Foster Real Estate – Roanoke, VA

SKILLS

- Management/Leadership
- Coaching
- Team Building
- Sales
- Consumer Lending
- Real Estate
- Customer Service
- Problem Solving
- Budgeting
- Auditing
- Scheduling
- Troubleshooting

AWARDS/ACCOMPLISHMENTS

- As Branch Manager we were able to achieve several consecutive months of branch goals
- Completed Effective Leadership Training course and was awarded Community Service Award for Financial and Bank Management
- As MOFCU Assistant Branch Manager, lead the branch to reach its monthly loan goal of \$275,000 for all but 2 months of tenure

PROFILE

Proven track record of leadership, achievements, and positive results
Proficiency in Microsoft office
Increased retail center share dollars by cross selling products
Increased loan dollars and member base with outstanding customer service
Mentored and groomed new hires as well as supervised team to achieve branch goals

WORK EXPERIENCE

Branch Manager

Freedom First Federal Credit Union July 2019 – Present

As Branch Manager I was responsible for the daily operations of the branch as well as maintaining a positive work environment. My responsibilities included loan dollars, consumer product growth, member service, and monthly deadlines. I conducted weekly one on one meetings with each individual staff member as well as scheduled and conducted monthly branch meetings. I performed general teller and desk representative duties as needed.

Sales and Service Associate

HomeTrust Bank Jan 2019 – June 2019

As SSA, I perform general teller duties as well as open new accounts, process credit card applications, and account maintenance. I also research customer accounts in order to refer the best possible products for the maximum account experience.

Retail Center Leader/Assistant Branch Manager

Member One Federal Credit Union Nov 2017 - Dec 2018

As Assistant Branch Manager I was the direct supervisor of 5 employees. My duties included but were not limited to perform all job duties of an ARA II as well as annual and 90 day reviews, monthly coaching sessions, team building, weekly team huddles, scheduling, disciplinary action, and audit compliance.

Account Representative Associate II

Member One Federal Credit Union May 2017 - Nov 2017

My role included but was not limited to all duties of an ARA as well as supervisor duties, balancing of the vault, ATM, cash machine, and tellers by the end of each work shift. I was responsible for ordering money for the branch as well as member and retail center escalations.

Account Representative Associate

Member One Federal Credit Union May 2015 - May 2017

I processed loan applications and performed all teller functions as well as established professional relationships with members and teammates. I set up IRAs and special accounts along with membership checking and savings.