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|  | **Thomas Shea**  **Personal and Small Business Banker** | 4107 Tree Crossings Pkwy, Hoover, AL 35244 • (706)767-2572  [www.linkedin.com/in/thomasjshea89](http://www.linkedin.com/in/thomasjshea89)• [thomasjshea89@gmail.com](mailto:thomasjshea89@gmail.com) |

**** **Astute professional with extensive experience in analyzing and evaluating customers' credit recovery applications, gathering financial information including credit reports, income, savings and investments.**

Demonstrated success in analysing credit data and financial statement of companies and individuals. Skilled in supporting execution of sales strategies to exceed sales targets. Adept at managing, mentoring, and training new hired staff to meet and exceed business goals. Proficient in overseeing customer service and relations, while providing underwriting and loan servicing to ensure high level of customer acquisition, growth, and satisfaction. Articulate communicator, with strong interpersonal skills, ability to supervise cross-functional teams, and structure management’s processes to achieve business goals.

**Areas of Expertise**

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| * Financial Planning & Analysis * Budget Planning & Control * Business Development | * Account Management * Risk Mitigation * People Development/Leadership | * Data Analysis & Reporting * Cross-functional Supervision * Relationship Building |

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|  | **Career Experience** |  |
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**Branch Team Lead April 2021-December 2022**

Regions Bank, Bessemer, AL and Alabaster, Alabama

Responsible for helping customers to meet their financial goals by providing advice, guidance, and education through the Regions Greenprint needs based conversation to uncover needs and recommend appropriate products. Assist Branch Manager with implementation of coaching and training plans for associates as well as Branch Operational and Risk tasks. Provide an outstanding level of customer service to generate repeat business and to obtain referrals.

* Obtained Alabama Life Insurance license to help customers protect their money with insurance or grow their money through annuity investments.
* Helped branch to achieve results at Bessemer in the top 10% of all branches for Q1-Q3 2022 by positively impacting customers’ lives financially.
* Helped Alabaster Branch to achieve top 10% of all branches in Q4 and for the year of 2022.

**Branch Manager** **September 2019 – January 2021**

Tower Loan, Bessemer, AL

Demonstrated professional expertise to manage office with high level difficulties including highest delinquency, highest losses, lowest volume in company. Ensured advancement into upper management for “Tower University” training program. Finalised MLO education program in Oct 2020 to produce a tangible and positive impact.

* Generated profit of $79K in 2020 by overcoming loss of $179K in 2019.
* Trained and mentored four employees for managerial position to ensure business productivity.
* Achieved goal of Christmas Lending for year 2019 and 2020 as well as Back to School goal in 2020.

**Collections Manager** **January 2019 - September 2019**

Tower Loan, East Mobile, AL

Leveraged robust leading skill to achieve lending and delinquency goals within 3 months. Selected by VP to take charge of Bessemer, AL to maintain high quality performance.

* Managed collections program in branch of worth $7.2M portfolio.
* Reduced loss of over $1M in half in 2018 alongside ensured profitable results in 2020.