Profile: Manage both subordinate supervisory and non-supervisory staff, and is responsible for overseeing workflow and delegating assignments to subordinates. Skilled knowledge and working ability to carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Assist with the overall performance of a high volume Financial Center consisting of 18 associates and over 20K customer visits every month. Supports the analysis of sales, overtime, cash management and other reports to improve the growth, efficiency, productivity, and profitability of the branch. Over sixteen years’ specialized experience in Management, Supervisor, Administrative, Accounting to include maintenance with recognized strengths in problem-solving, planning, customer service, research, and conflict resolutions.

**Core Competencies’**

**♦** Audits **♦** Systems Analysis **♦** Leadership

**♦** Financial Planning & Analysis **♦**Problem Solving Skills **♦** GAAP Compliance

**♦** Budgets Exhibits/Forecasting **♦** Internal Controls over Financial Reporting

**Professional Experience**

**SunTrust Bank**, 15924 South Crain Highway, Brandywine, MD 20613

**Retail/Commercial Lending Branch Manager, Vice-President**  **40 hrs/weekly** 03/2015-Present

· Skilled ability to manage the entire branch, responding to multiple customer demands, prioritizing customer needs and managing customer expectations. Monitors office activity, including a number of transactions, loan volume, sales volume, etc. Provided leadership, training, and supervision; delegated day-to-day operations. Review and analyze management financial reports through secure technology systems. Working ability to communicate positively and effectively with customers or personnel at Headquarters and in the regions. Responsible for the administration and efficient daily operation of a full-service branch office, including operations, lending, product sales, customer service, and security and safety in accordance with the Bank's objectives.

· Represent and promote the bank within the business community. Over one year of specialized experience in maintaining control over audit procedures to ensure compliance with controls. Alerts staff of any changes Developed new deposit and loan business; provided a superior level of customer relations and promotes the sales and service culture through coaching, guidance, and staff motivation; achieves individual and branch sales goals through new business sales, referrals and retention of account relationships. Assists in evaluating staff’s work performance by helping to prepare and deliver annual reviews and performing coaching sessions. Develops sophisticated models, forecasts and visualization based on generally accepted statistical methods and analytical and financial sales techniques. Maintains communication between the branch and management by preparing daily, weekly, and month-end reports regarding operations and productivity. Assists in the interviewing, hiring and training new tellers and member service and team members. Cross-sells products and services. Schedules supervises and motivates branch staff in an effort to maintain optimal member service and satisfaction levels. Holds responsibility for auditing all new membership cards and for compliance.

* When needed perform duties of member service representative, teller, or other operational positions on an as needed basis. Assists in managing the security and safety of the branch, by analyzing security and safety policies and procedures. Maintained knowledge of the bank's products and services in order to efficiently train and motivate staff to cross-sell. Formulated recommendations and provides feedback to management regarding operational policies and procedures Completes projects on a timely basis as assigned by management. Provides training to staff concerning operations and policies. Directed, leading and coaching of superior sales and service behaviors and activities by the entire team. Coaches staff to fulfill business plan goals. Conduct performance reviews. Resolves member complaints as they occur. Identified weaknesses and reported to the Senior Manager. Participates in community affairs to increase the Bank's visibility and to enhance new and existing business opportunities. Assists in ensuring that the branch complies with federal laws and regulations set forth by the Administration and other regulatory agencies. Performs broad technical data analysis functions and supports regulatory and compliance policy in the formulation and implementation of policies that streamline operations, improve efficiency, and savings in the main management functions. **Supervisor:** Rickeata Lyons (202) 476-9386 **Okay to contact this Supervisor:** Yes

**Key Achievement**

* Ensure compliance with internal controls, operational procedures and risk management policies.
* Ensures data encryption and protection of client and line of business confidential information. Recently recommended a new approach to capturing client outreach process utilizing
* Monitors quality of service for members, and ensures that employees are maximizing opportunities to sell products. Conduct performance reviews. Resolves member complaints as they occur. Identified weaknesses and reported to the Senior Manager.

Bank of America, 3821 Minnesota Ave NE, Washington, MD 2019

**Financial Center Manager, Assistant, Vice-President** **40 hrs/weekly** 10/2008-03/2015

Ensure the training of employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressed complaints and resolving problems. Responsible for the coaching, managing, and leading associates to an understanding of their role and through daily observations and coaching behaviors, ensuring they are generating revenue for the bank through engagement of their customers, provided outstanding customer service. Communicate with consumer market managers, conduct performance assessments and update staff on business developments. Proactively identify and manage risk in every business, product, and service. Manage all aspects of a successful business including resource management, operational excellence, managing partnerships, associate development and proficiency, building and retaining customer relationships. Supervise and coach teams on proper execution of key financial center plays and newly implemented technology features, specifically, the implementation and pilot of remote teller assist program. Six years of specialized experience in developing and analyzes complex business and finance oriented reports impacting stakeholders and market executives. Responsible for leading, managing and coaching a team of sales and service professionals to meet and exceed sales targets, ensure the operational excellence of the banking center and create an excellent customer experience.

Analyzes designs, develops, evolves, and supports programs/products, service delivery processes/systems associated with an assigned project. Communicates to management recommendations for improving procedures and processes. Assist with coordinating implementation of project plans, testing and preparing test scripts, product/program procedures, policies and other documents. Assists the Branch Manager with the preparation of employee performance documentation and recommends disciplinary action to the Branch Manager. Implements and trains employees on standard operating policy/procedures and regulatory compliance to ensure branch-wide conformance. Maintains a log of all significant outstanding software/hardware defects reported with processes/projects/vendors Leads and/or participates in special department projects as needed. Assists with upgrades, patches, consolidations, integrations. Trains employees on product knowledge and provides sales coaching to assist in achieving established the branch and corporate goals. Assist in establishing accounting / finance operations (domestic and Int’l). Audits the branch to ensure conformity with bank policy, procedures, safety and security issues, regulatory compliance and physical appearance standards. Updates the AVP of Branch Operations on project progress, changes, or initiatives taking place. Preparation of financial statements / reports and analysis. Assist with consolidation matters. Preparation of monthly / quarterly internal & external reporting packages.

Ensures Core Value expectations met and that the member experience is courteous, attentive and efficient at all times. Maintain and monitor the budget units by preparing purchase orders, check request, and budget transfers. Retain the authority to ensure exceptions to policy and procedures to the application of check holds, waiving and refunding service fees, and other matters related to member deposit and withdrawals. Assist with consolidation matters Perform special projects or provide ad-hoc reporting and analysis. Coordinate reports; monthly, quarterly and year-end closeout reports. Preparation of monthly / quarterly internal and external reporting packages. Train and educate all managers and staff on global accounting issues Researches accounting issues as requested by the Finance/Accounting Interface with Payroll to ensure proper accounting of payroll, payroll taxes, and benefit reserves. Assist in the preparation of tax returns and sales and use tax compliance. Key Competencies Problem Solving Analytical Attention to Detail Excellent Oral and Written Communication Strategic Thinking Leadership Strong organizational and analytical skills. Knowledge in foreign currency accounting / reporting Experience with system implementations. Serve as the in-house subject matter expert on Accounting / ERP systems. Prepare, train and execute policies and procedures to ensure compliance with annual financial audit and reviews with external auditors Preparation of financial statements / reports and analysis. Assist in establishing accounting / finance operations (domestic and Int’l) .**Supervisor:** Angel Hubbard (443) 859-0809 **Okay to contact this Supervisor:** Yes

**Key Achievement**

* Key Competencies Problem Solving Analytical Attention to Detail Excellent Oral and Written Communication Strategic Thinking Leadership Strong organizational and analytical skills.
* Knowledge in foreign currency accounting / reporting Experience with system implementations.
* Serve as the in-house subject matter expert on Accounting / ERP systems.
* Prepare, train and execute policies and procedures to ensure compliance with annual financial audit and reviews with external auditors
* Preparation of financial statements / reports and analysis. Assist in establishing accounting / finance operations (domestic and Int’l)

Bank of America, 1055 Dunn Avenue, Jacksonville, FL 32218

**Operations Training and Technology Specialist, Officer** **40 hrs/weekly** 04/2005-10/2008

Maintain a working knowledge of the analysis and judgmental decision process for various Consumer loan products including Auto Loans, Credit Cards, and Personal Loans, Motorcycle Loans, and RV/Boat loans. Handle escalated member situations. Prepares templates and/or prototypes for each deliverable type. Support, mentor and coach team members in both professional development and meeting sales and productivity goals. Develops an evaluation plan for measuring achievement of learning outcomes and business results. Review and evaluate loan applications and approves, pends, or declines requests to extend credit. Identifies learning objectives. Work with team in assigned business unit to ensure performance standards met. Researches and tests new learning platforms and stays current in trends and advancements, and advancements in leadership / management skills, styles, approaches, theories and models.

Developed training materials by working collaboratively with SMEs in Global and Regional Operations. Arranged and monitored compliance-training schedules. Over three years of specialized experience teaching, training and developing retail and commercial bank teammates on best practice routines when performing operational, technological, and procedural functionalities. Works with vendors and/or manages contractors to develop training. Formally and informally evaluates the effectiveness of learning programs in the business, and applies continuous improvement processes for future offerings and develops follow-up. Multitasked several retail and commercial banking procedural and new training projects to ensure deadlines met. Resolve complex member problems; making exceptions to the policy within delegated authority as necessary. Applies adult learning theory to determine the optimal training approach

Conducted need assessments with Operations management and target audiences to identify business requirements and learning needs. Manages the global review, incorporates updates and creates final versions of training materials. Evaluates and selects third-party solutions that align to Operations objectives. Provide training and guidance to call center team and ensures new products, procedures, and guidelines communicated in a timely manner. Recommends delivery methods such as Instructor-Led Training (ILT), eLearning, virtual or on-the-job training or a blended delivery solution. Develops the sequence and structure of courses, including related interactive and engaging pre-work, exercises, tasks/ assignments and post reinforcement activities. Coordinated and effectively managed market teammate training performance reviews.

Regularly communicates with stakeholders at all levels. Creates training plans to address the needs and achieve the business objectives. Met and exceeded teammate retention goals over the course of three years. Executes learning plans through the delivery of classroom or virtual sessions, by Train-the-Trainer, or by deploying and assigning courses in the Learning Management System (LMS). Participate in performance appraisals and quality reviews. Oversee the daily activities of the team in assigned business unit. Review policies, procedures, and guidelines and makes recommendations for improvement. Council members and potential members on products, policies, and procedures. Determines training strategy, scope, resource needs, and schedule. Collaborates with stakeholders to develop session plans, coordinates training logistics, administers and tracks and reports training completions. **Supervisor:** Linda Parker (904) 655-8182 **Okay to contact this Supervisor:** Yes

**Key Achievement**

Creates training plans to address the needs and achieve the business objectives.

* Met and exceeded teammate retention goals over the course of three years. Executes learning plans through the delivery of classroom or virtual sessions, by Train-the-Trainer, or by deploying and assigning courses in the Learning Management System (LMS).
* Participate in performance appraisals and quality reviews. Oversee the daily activities of the team in assigned business unit. Review policies, procedures, and guidelines and makes recommendations for improvement. Council members and potential members on products, policies, and procedures.
* Determines training strategy, scope, resource needs, and schedule. Collaborates with stakeholders to develop session plans, coordinates training logistics, administers and tracks and reports training completions

**Training and Business Courses**

Information Protection Bank Compliance Training – 1/2016

Bank Secrecy Act Training – 1/2016

Fair Lending Compliance Training – 4/2016

AML Compliance Training – 4/2016

ACC 465 Managerial Accounting – 09/2010

ADM 364 Research Methods – 04/2011

ADM 445 Global Business – 04/2011

ADM 472 Business Ethics – 04/2011

BUS 520 Leadership and Organizational Management – 1/2013

BUS 508 Contemporary Business – 5/2013

LEG 500 Law, Ethics, and Corporate Governance – 9/2013

PAD 500 Modern Public Administration – 7/2014

PAD 530 Public Personnel Management- 7/2016

Computer Programs & Systems: MS Access, Word, Excel, Outlook, PowerPoint, MS XP & Windows, Type 50-60 WPM.

**Skills & Abilities**

**MANAGEMENT**

* Currently leading and directing a retail sales team to optimal goal performance. Set priorities, delegate, motivate and developed several sales and production teams, coached them to become top performers and communicate objectives and goals.
* Help teams approach problem solving logically, research options, avoid biases and focus on meaningful data to draw the right conclusions—even under pressure, and effectively mitigate conflict.
* To weigh the dollars-and-cents implications of decisions—including the ability to build a sound budget and formulate reasonable forecasts.

**TECHNICAL**

* Conveying technical information to customers in a help desk setting while managing multiple priorities.
* Tracking technology developments and recommending changes to processes
* Analyze and tests new upgrades and modules of the financial systems and provides recommendations to FA management on whether these items should be placed into production. The individual also tests the various interfaces between the financial systems and provides recommendations on how they can be improved to reduce the amount of manual work required to process financial transactions.

**SALES**

* Most recently lead financial center sales team to 157% of quarter production goal.
* Built several retail and commercial sales team from ground up and consistently delivered on targets and goals.
* Sustained strong investment revenue gains of 150% of 1st quarter goal in 2016, through cultivated business and internal partnerships.

**COMMUNICATION**

* Possess an ability to get my point across, create a compelling presentation to support goals and get buy-in for ideas, inspire others to achieve better results and demonstrate emotional intelligence.
* Consistently professional communicator—even in difficult circumstances.
* Identified problems and worked closely with operations managers to regain confidence and develop win-win solutions.

**LEADERSHIP**

* Selected among group of management peers to serve as region advisor to Board of Division Market Executives in Mid-Atlantic Region with SunTrust Bank.
* Chosen as cluster leader to head area initiatives for market pipeline communications such as new sales implementation processes and changes being transferred through conferences to area teammates.

**References:**

References available upon request