

Name

Address –
(Cell) 111-555-5555

E-mail-
LinkedIn

PROFESSIONAL SUMMARY

Loyal management professional with 16+ years of professional experience at the same organization. Achieved upward mobility within organization by offering conscientious, detail-oriented, efficient and effective policies, and procedures while meeting client service goals.

PROFESSIONAL EXPERIENCE **Branch Manager** 2015-2020

Richmond County Savings Bank: Division of New York Community Bank, Staten Island, New York

- Supervised a staff of 7 service representatives ensuring employee training and adherence to company policies, procedures and guidelines
- Played an integral role in the development of the Departmental Procedures Manual
- Conducted on-going customer service training classes for reception service staff
- Collaborated with several General Service departments to ensure clients received quality service

Assistant Branch Manager

2011-2015

Garden State Community Bank: Division of New York, Toms River, New Jersey

- Achieved revenue and customer-retention goals while increasing client profitability through relationship building, outstanding service delivery, selling, and referral development
- Coached and supervised a team of managers and administrative assistants to promote on-site cohesion, team building, and professional development
- Opened new banking accounts, including savings, checking and joint accounts
- Screened, interviewed and recommended potential applicants to staff in accordance with Human Resource standards and preferred requirements

Teller/Head Teller

2004-2011

Richmond County Savings Bank: Division of New York Community Bank, Staten Island, New York

- Received checking and savings deposits and withdrawals
- Verified cash, received proper identification for cash back, and issued receipts of deposit
- Examined checks; deposited and determined proper funds availability based on bank and regulations
- Answered basic customer inquiries regarding interest rates, service charges, and accounts
- Issued money orders, cashier's checks, certified checks and travelers checks
- Bought and sold currency from the vault as necessary
- Maintained security of teller station including keys, combinations, cash drawers, and teller work
- Protected customer privacy and confidentiality
- Balanced teller drawer daily, including periodic batching of cashed checks

EDUCATION

Bachelor of Science in Finance, Eastern New Mexico University, NM

May 2003

Overall GPA: 3.5

CERTIFICATIONS/TRAININGS

Certified Notary Public, State of New Jersey/New York

In-Bank Management Development and Team Training, American Banking Association

Customer Service and Ethics Training, American Banking Association

VOLUNTEER

Treasurer –Parent Teacher Organization- Apshawa High School, Pomton, N.J. 2014-2018

Speaker- Personal Finance- Apshawa High School, Pomton, N.J. 2010-2020