

ASSISTANT MANAGER

Career Overview

Committed and motivated office professional with exceptional customer service and decision making skills. Strong work ethic, professional demeanor and great initiative.

Skill Highlights

- Professional and mature
- Strong interpersonal skills
- People-oriented
- Excellent work ethic
- Microsoft Office proficiency
- Meticulous attention to detail
- Problem resolution
- Excellent time management skills
- Schedule management

Core Accomplishments

Process Improvement ^

- Oversaw implementation of instant issue datacard system which resulted in more cost-effective service.

Data Organization ^

- Improved office organization by compiling monthly sales and performance reports for employee evaluations using advanced Microsoft Excel functions.

Training ^

- Successfully trained staff in all office systems and databases, policies and procedures while focusing on minimizing errors and generating superior results.

Multitasking ^

- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.

Professional Experience

Assistant Manager

June 2014 to January 2015 Company Name i¼ City , State

- Coach, motivate and develop staff; prepare disciplinary notes and performance evaluations
- Responsible for branch, vault, and ATM settlement daily and reconciling differences as needed
- Work at the greeter desk to greet members as they come in, direct them to the appropriate area of the branch, and schedule appointments
- Help to monitor and answer calls coming thru the call center
- Resolve customer issues in a timely manner.
- Serve as back up to the staff; running a teller drawer, opening account, processing loans
- Pull reports to track branch productivity and goals.

Head Teller & Training Assistant

March 2011 to May 2014 Company Name i¼ City , State

- Ensure all policy and procedures are understood and followed by branch staff
- Responsible for branch, vault, and ATM settlement daily and reconciling differences as needed
- Ensure operational integrity of the branch by doing internal audits and following all branch security and compliance requirements
- Main manager in the branch to handle and resolve customer issues and escalate them if necessary to Assistant Manager and Branch Manager
- Contribute to the branch's sales goals by personally recognizing sales opportunities and referrals as well as coaching and motivating the tellers to achieve their goals.
- Coach, motivate and develop tellers; prepare disciplinary notes and performance evaluations
- Test new policies, procedures, and computer updates prior to rolling out company wide
- Train employees on new or revised policies, procedures, and computer updates
- Help to recognize and develop process improvements to make a more efficient environment

State Farm Agent Staff

September 2010 to March 2011 Company Name i¼ City , State

- Process quotes and applications for auto, home, and life insurance.

- Assist policy holders with policy changes and maintenance.
- Recognize and discuss insurance needs with policy holders.
- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information.
- Organized files, developed spreadsheets, faxed reports and scanned documents.

Retail Banking Branch Operations Manager

April 2008 to September 2010 Company Name i¼ City , State

- Manage the teller staff to ensure the teller line runs smoothly
- Ensure all transactions are processed accurately
- Ensure all policy / procedures are understood and followed
- Reconcile branch settlement differences Maintain branch cash control limits Balance the vault, ATM, and EDC machine on a daily basis
- Track and audit all negotiable items
- Ensure operational integrity of the bank by doing internal audits
- Resolve customer issues in a timely manner.
- Contribute to the branch's sales goals by personally recognizing sales opportunities and coaching / motivating the tellers.
- Counsel tellers, prepare disciplinary notes and performance evaluations
- Create / manage the schedule for the tellers.

Senior Personal Banking Representative

August 2003 to April 2008 Company Name i¼ City , State

- Actively sell Sovereign Bank products and services
- Analyze and determine the financial needs of each customer
- Meet and exceed personal sales goals
- Open new accounts, process loan applications and close loans
- Demonstrate in depth knowledge of all consumer products and services
- Research and resolve customer issues in a timely manner.

Education

Bachelors of Science Degree : Criminal Justice , 2003 York College of Pennsylvania i¼ City , State

Minor in Criminalistics and Accounting

Skills

- Proficient with most office equipment: fax machine, multi-functional device, multi-line phone, and Microsoft Office
- Possess exceptional organizational, analytical, and time management skills as well as the ability to multitask
- Self motivated
- Excellent work ethic