

BRANCH MANAGER/OPERATIONS MANAGER

Summary

Skilled at identifying customer needs and presenting appropriate company product and service offerings Demonstrated ability to address customer concerns, analyze situational elements, and provide effective responses and solutions Proficient skills to communicate orally and in writing Expertise in resolving escalated customer service issues Proficient with Microsoft Office Suite. Knowledgeable and innovative finance, sales and marketing professional whose success is based on integrity, exceptional customer service, efficiency and ambition.

Experience

Branch Manager/Operations Manager

April 1973 to June 2000 Company Name i¼ City , State

- I have taught a variety of banking-related courses for adult continuing-education classes affiliated with Alvernia College and Reading Area Community College.
- I have 15+ years of experience as the accountant/business manager for Fleetwood Bible Church, and was responsible for the management of a \$500,000 annual budget.
- Using Excel, I created and maintained detailed financial accounting and reporting forms and documents.
- I prepared all cash receipts and cash disbursements, maintained and prepared financial statements for church board and congregation review, and maintained all loan and deposit banking relationships.
- I was responsible for payroll preparation for all staff (taxes, records, federal filings.) I am proficient with Word and Excel, and can quickly learn and use other software systems.
- I also have had 26 years banking experience, in the fields of credit investigation and approval and branch management.
- Assistant to the manager of the retail loan credit department: reviewed incoming loan applications to verify accuracy and compliance with both bank and government procedures and regulations supervised the credit investigation process to maintain appropriate verifications and documentation responsible for the review and approval of the completed applications attended settlements as the bank representative to provide professional customer service to new mortgage customers and realtors served as the bank's representative for PMI providers, settlement agents, realtors, and bank customers monitored bank's procedures and practices for compliance with secondary market requirements worked on support group that prepared a mortgage "how-to" manual to be used as a reference for all bank loan originators and processors to provide step-by-step direction for various mortgage types, including conventional, construction, investment, and government loans for several mid-size branches: new business development collection and review of required credit documentation for commercial customers analysis and review of these commercial accounts Ensured staff provided excellent customer service for both potential and existing bank customers.

Claims Arbitration Specialist

January 2007 to January 2015 Company Name i¼ City , State

- review and analyze unsettled claims to determine suitability for submission for arbitration investigate facts of loss, evidence, and documentation to understand claim occurrence prepare contentions and evidence to present to Arbitration Forums to demonstrate most effective and compelling case for insured's interest and complete all on-line documentation and filing requirements review and respond to all electronic and mail communications concerning arbitration submissions amend and respond based on counterclaims presented by the third-party carrier, prepare and provide any additional documentation required provide instruction and coaching to claims handlers on various aspects of arbitration procedures and requirements prepare monthly reports for management concerning arbitration submissions, amendments, and decisions; communicate with policyholders to provide current status of claim processing as well as address potential decisions and outcome.
- RESULTS: Exceeded projected production goals for claims analyzed and arbitration cases submitted (>27 submissions per week) Surpassed successful arbitration decision results, compared to corporate colleagues and industry standards (Applicant cases - 59% / Respondent cases - 55%) Serve as job-shadow contact for new arbitration specialists Provide overview and instruction for claims handlers needing improved knowledge of arbitration procedures and practices.

Claims Subrogation Supervisor

May 2005 to March 2007 Company Name i¼ City , State

- oversee seven claim handlers and provide instruction, coaching, and supervision to promote optimal performance by direct-reports and to assure excellence and competence in customer service provided determine team objectives and formulate /implement actions to encourage performance and development of team members review and assign subrogation files as appropriate serve as "one-level-up" contact for customers requiring enhanced skill and handling prepare weekly and monthly reports for management concerning performance of staff, completion of goals/objectives, and solutions to problems work together with other supervisors/managers for development of departmental objectives and resolution of issues concerning broader aspects of the team and department functions provide support to other teams and new hires.

Subrogation Claims Representative

April 2002 to May 2005 Company Name i¼ City , State

- Review and analyze assigned claims to determine required actions for subrogation.
- communicate with customers and other insurance carriers to negotiate and produce the most effective settlement and to provide appropriate representation for the company.
- cooperate and coordinate with other team members on related claims and other team-related issues.

- provide input for disputed resolution of issues involving my team as well as wider departmental concerns.

Office Supervisor / Bookseller

April 2001 to April 2002 Company Name i¼ City , State

- supervise all cash operations of the store prepare cash registers for daily operation reconcile sales reports with cash totals prepare daily bank deposits monitor and prepare staff time card submissions anticipate and meet customers' needs and provide professional, helpful service be familiar with inventory, store layout, and procedures to anticipate and provide superior customer service in all areas of the store.

Education

Bachelor of Arts : Psychology , 1973 Kutztown University i¼ City , State , USA

Psychology

Interests

Professional Claims Adjuster's License University of Florida - Orlando, Florida Continued..

Additional Information

- Professional Licenses and Affiliations Professional Claims Adjuster's License University of Florida - Orlando, Florida Continued..

Skills

accountant, Arbitration, banking, budget, cash receipts, cash registers, coaching, credit, customer

service, excellent customer service, customer service, direction, documentation, filing, financial accounting, financial statements, forms, government, instruction, insurance, inventory, layout, market, Excel, mail, Word, new business development, payroll, processors, Reading, reporting, retail, sales reports, settlements, shadow, supervision, taxes