

## REGIONAL BANKING DISTRICT MANAGER VICE PRESIDENT

### Professional Summary

Motivated tenured manager with demonstrated knowledge of industry best practices and operations. Proven skills in enhancing productivity, efficiency and bottom-line profits with forward-thinking leadership. Bringing over twenty years of experience in financial , customer service, sales , problem solving field, with over 15 years management experience. Ready to take on a challenging, growth-oriented role to provide fulfillment and professional purpose.

### Skills

- Negotiation
- Business planning
- Staff Management
- Business Development
- Strategic planning
- Financial Management
- Sales and marketing
- Leadership
- Adaptability
- Customer Service
- Organization and Time management
- Creative
- Enthusiastic
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### Work History

- Regional Banking District Manager Vice President
- Company Name
- City , State
- June 2011 to Current
- Responsible for leading, growing , and maintaining customer relationships for local branches wih 3.5 billion in customer deposits
- Oversaw an average of 125 employees, and diretly managed and led 11 Branch Managers throughout the Westside and Santa Monica area
- Revitalized operations and realigned plans to better capture new opportunities and take advantage of changes in customer habits.
- Worked diligently to resolve unique and recurring complaints, promoting loyalty, prioritizing customer needs and enhancing operations .
- Supervised 11 locations to enforce high-quality standards of operations from loss prevention to operational processes.
- Conceptualized and implemented strategies to realign operational strategies and enhance personnel management approaches.
- Met deadlines by proactively managing individual and team tasks and streamlining processes throughtout branches and industry.
- Spearheaded routine operations and special program initiatives for regional group, including digital implmenation and skill development.
- Modeled best practices for sales and customer service.
- Located, developed and promoted talented employees to cultivate a collaborative and hardworking leadership team.
- Partnering with different lines of business to support client needs and apply unified approach in meeting business expectations and goals
- Branch Manager Vice President
- Company Name
- City , State
- April 2007 to June 2011
- Encouraged employee development and promoted management staff from within.
- Supervised branch operations and made continuous improvements in each area.
- Utilized up-to-date information to make effective decisions governing bank operations.
- Set risk management policies to mitigate bank losses.
- Defined strategies and made proactive adjustments to maintain results.
- Provided direction and leadership to all employees .
- Upheld stringent bank standards for loans, money handling and legal considerations.
- Represented bank at community events to establish strong ties and promote business.
- Reviewed historical records, current operational data and forecasting information to identify and capitalize on system enhancement opportunities.
- Performed banking, business administration and financial tasks to guarantee five-star service for clients.
- Developed strategic plans for day-to-day financial operations.
- Supported Regional Bankign Distirct Manager with special projects and additional job duties.
- Built and maintained productive relationships with internal and external customers and partners to facilitate business success.
- Service Manager Assistant Vice President
- Company Name
- City , State
- August 2005 to April 2007
- Monitored team performance, adhered to service level agreements (SLAs) and provided detailed job training.
- Assessed employee work and responsible for performance with branch operations and customer experience related to service approaches.
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- Met with customers to discuss service needs and develop effective and practical solutions.
- Maintained team productivity and quality of service by establishing and maintaining clear benchmarks.
- Monitored equipment, tools and system upgrades to compile data into detailed reports for upper management.
- Contributed to development, implementation and execution of maintenance programs.
- Monitored priorities and liaised between maintenance team and management, delegating tasks to complete on time.

- Lead Teller
- Company Name

- City , State
- June 1999 to August 2005

- Mentored newly hired team members on appropriate responses to patron questions.
- Investigated and promptly resolved issues with patron accounts.
- Created teller schedule to keep weekly and weekend shifts properly staffed.
- Replenished ATM funds in empty canisters prior to validation process.
- Introduced customers to other bank team members to help meet financial needs.
- Identified potential needs through observation, questioning and listening.
- Provided customers with appropriate literature on banking products and services.
- Answered inquiries regarding checking and savings accounts and other related products.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Conducted regular proof work and followed up on chargebacks and deposit corrections.
- Counted, verified and handled bank deposits and armored car transactions.
- Maintained friendly and professional customer interactions.
- Established rapport with new clients to increase satisfaction and loyalty.

#### Education

- Bachelor of Arts - Psychology
- University of California - Los Angeles
- City , State
- June 2004