

BUSINESS DEVELOPMENT SPECIALIST

Summary

Dynamic and reliable Banking Professional with 15 years of retail banking, customer service and consulting experience. Many years as a Trainer has instilled an "adapt and connect" way of thinking, always ready for the ever-changing industry of banking.

Highlights

- Management
- Customer Service
- Sales
- Analytical
- Presentation
- Training
- Coaching
- Creative Solutions

Accomplishments

- Selected as a member of various corporate projects at IBC Bank, First National Bank, PlainsCapital Bank.
- Elected Board President for a community involvement organization.
- Selected as a member in Edinburg Leadership Class XX.
- Served as project chair for numerous community outreach events.

Experience

Business Development Specialist 11/2014 i¼ Current Company Name City , State

- Served as liaison between credit union and major local vehicle dealership.
- Serve as key component in their solution to the lack of indirect lending.
- Initiate lending processes for the purchase of used and new vehicles for prospective members and follow through to the close of loan.
- Cross-sold other convenient bank products meant to gain prospect's entire financial relationship.

Owner/Partner 07/2011 i¼ Current Company Name City , State

- Mr. Mister is a privately created and privately owned by my Brother, Father, and I to meet the cooling needs of the residents of South Texas.
- Mr. Mister designs, installs and maintains customized high-pressure mist cooling systems.
- Mr. Mister also will provide mist cooling solutions for rental clients for outdoor events.

Vice President- Regional Training Manager 09/2013 i¼ 03/2014 Company Name City , State

- Coordinated training schedules for new/ existing employees (400+).
- Managed a team of 3 trainers.
- Responsible for executing corporate training goals.
- Managed day-to-day department needs.
- Participated in coordination and execution of FI conversion and training.

Vice President- Training Manager 01/2013 i¼ 09/2013 Company Name City , State

- Developed and Implemented new training strategy.
- Created various training paths for various departments.
- Authored training courses with training materials.
- Coordinated training schedules for new/ existing employees (400+).
- Managed a team of 3 trainers.
- Managed day-to-day department needs.

Commercial Sales & Services Consultant 05/2012 i¼ 01/2013 Company Name City , State

- Sold convenient commercial products to businesses such as ACH generation, Remote Deposit Capture, Positive Pay, etc.
- Analyzed internal reporting to identify sales opportunities from existing commercial customers.
- Cultivated external sales opportunities by visiting prospects and sharing benefits of commercial products.
- Conducted sales presentations to prospective and existing clients.
- Provided training to clients and bank employees.
- Provided product support to clients.

Cash Management Officer 03/2010 i¼ 05/2012 Company Name City , State

- Sold convenient commercial products to businesses such as ACH generation, Remote Deposit Capture, Positive Pay, etc
- Utilized referral software to track and provide updates to employees.
- Visited bank branches to train employees on referral process and how to recognize sales opportunities.
- Analyzed internal reporting to identify sales opportunities from existing commercial customers.
- Cultivated external sales opportunities by visiting prospects and sharing benefits of commercial products.
- Conducted sales presentations to prospective and existing clients.
- Provided training to clients.
- Provided product support to clients.

Regional Training Manager 01/2008 i¼ 03/2010 Company Name City , State

- Oversight of the regional training program in accordance with Corporate Training and Corporate Human Resources.
- Responsible for training completion of 400+ employees.
- Monthly training calendars were created and published to accommodate trending needs.
- Managed annual compliance training.
- Managed staff of 4 trainers included scheduling, development, observations and evaluations.
- Participated in various corporate projects and committees.

Regional Trainer 04/2004 i¼ 01/2008 Company Name City , State

- Served as a key resource in employee development.
- During this period most course offerings within the training program were mastered.
- Involvement was sought by the corporate office on a variety of tasks that ranged from course authoring to program roll-outs.
- Courses were delivered with an emphasis on sales and customer service.
- Type of courses taught included: Teller policies and procedures, New Account policies and procedures, core systems training, customer service training, sales training, product and services training, special projects training.

CTR Processor 01/2004 i¼ 04/2004 Company Name City , State

- Consolidated high dollar transactions for depositors from all branches within region to accurately report cash transactions through Currency Transaction Reports.
- Audited CTR Reports from branch staff.
- Crucial deadlines met.

Teller Supervisor 04/2001 i¼ 01/2004 Company Name City , State

- Supervised staff of 7 tellers.
- Employee development: Mentoring, Coaching, Training, conducting performance reviews, delivering disciplinary actions, enforcing company expectations.
- Managed day-to-day department needs: creating employee schedules, managing staff relations.
- Resolving customer complaints.
- Researching transaction errors.
- Performing teller and branch audits.
- Communicating pertinent issues with upper management.
- Running a cash box as needed.

Teller/ Specialty Teller 08/1999 i¼ 04/2001 Company Name City , State

- Nurturing relationships while processing customer and non-customer transactions.
- Teller duties: cash balancing, cash transactions, negotiating on-us and transit checks, payments, processing GL transactions, issuing monetary instruments, etc.
- The duties of a Specialty Teller were added to the previous Teller position.
- Food Stamp Processing
- Foreign Exchange Processing.
- Foreign and Domestic Collections processing.

Education

2012 Bachelors : American Intercontinental University - Business Management - Marketing City , State , US

Coursework in Business Management with a concentration in Marketing.

Skills

Computer, Interpersonal, Customer Service, Analytical, Relationship Driven, Training, Presentational, Sales