

BUSINESS BANKING SPECIALIST

Summary

Over 9 years experience supervising cross-functional sales teams, complex employee training, strategic account management, executive level collaboration, and creating customer-centric programs. Facilitating Training -- trained 600 employees quarterly and annually on sales and conflict management. Project Management -- directed all sales operations, training, and marketing for over 100 events per year. Business Sales -- exceeded 794% of business sales goals closing \$1.2 Million in product sales and surpassed 400% of annual sales goals due to innovative customer engagement in less than 35 days. Tech & Startups -- 8 years consulting and managing tech/startup businesses, converting client liabilities into assets, and designing customer-centric engagement programs while facilitating employee engagement. Professional Development -- tactical approach to innovative teambuilding, in-depth understanding of cultivating long-term business partnerships, and motivational speaking.

Core Qualifications

Empowering Motivational Public Speaker Microsoft Suite Proficient (Outlook, Excel, Publisher, Power Point, Word, etc.) Google Suite (Analytics, Docs, Calendar, Gmail, etc.) Deploying & Executing Scalable Training Programs Strategic Client-Facing Engagement Dynamic Sales Presenter & High Energy Facilitator Complex Account Management Multi-Project Management in fast-paced environments Innovative Professional Development Collaborative/Team Leader

Professional Experience

Business Banking Specialist

June 2014 to Current Company Name i¼ City , State

- Exceeded 794% of quarterly business sales goals, \$1.2 Million in products, and \$40,000 per day in proxy in 35 days.
- Facilitate international business presentations on merchant services, payroll services, and tech products daily.
- Deploy original sales training programs that identify KPI's and marketing trends to junior and senior executives.
- Train diverse business sales channels with adaptable facilitation styles and charismatic energy for high impact.
- Coach employees quarterly on cross-selling business products, sales strategies, and cross-customer engagement.
- Manage and develop budget reconciliations for diverse startups to exceed business revenue goals with low budgets.

Personal Banker

July 2013 to June 2014 Company Name i¼ City , State

- Cultivate long-term business partnerships while upholding banking policies and providing elite customer service to senior level executives worldwide.
- Manage high value client accounts; efficiently resolve high complexity issues, and analytical problem solving.
- Extensive regional/global coordination for international clients in collaboration with diverse executive level teams.
- Closed 500K of business loans, automobile loans, lines of credit, and insurance products per quarter.
- Execute and design customer-centric engagement metrics to assess daily, weekly, and monthly impact.

Office & Marketing Manager

June 2013 to Current Company Name i¼ City , State

- Supervise all sales team training programs: new hire orientations, onboarding training classes, staffing, and payroll.
- Design customer-centric training curriculums, career development programs, and direct marketing strategies.
- Direct multi-level events and developmental training not limited to customer service training, business sales, event planning, conflict management, KPI's/trends, and promotional media events.
- Executed measurable social media outreach and networking events that exceeded 20% of sales targets.

Residential Communities Coordinator

January 2011 to June 2013 Company Name i¼ City , State

- Directed all sales training, customer service, and marketing for 100 events per year accessible to 76,000 students.
- Facilitated and designed scalable programs to train 600 employees annually on sales, conflict management, customer service, crisis response, business development, and cultural competency.
- Supervised, evaluated, and extensively coached 13 cross-functional employees who served as residential programmers, community leaders, and engagement specialists in fast-paced environments.
- Managed four high-rise properties and residential teams overseeing 1,500 occupants including supervision of emergency response staff, budget reconciliations, project management, and payroll.

Assistant Community Director

July 2010 to January 2011 Company Name i¼ City , State

- Supervised 50 cross-functional employees while overseeing 1,800 residents in 7 high-rise residential properties.
- Managed all employee training programs and curriculum content for emergency response staff and residential teams in adherence with federal/state laws, university HR rules, and hospitality regulations.
- Exceeded performance expectations with increased responsibilities resulting in promotion within 6 months.

Assistant Hall Director

July 2008 to May 2010 Company Name i¼ City , State

- Directly supervised 12 resident advisors, 34 desk staff, and 20 community volunteers in fast-paced environments.

- Trained and instructed 150 employees on sales, customer service, project management, conflict management, human resource services, intercultural competency, and security procedures.
- Oversaw two large high-rise properties, over 1,500 residents, 2 front offices, facility budgets, and payroll.
- Executed strategic recruitment campaigns and facilitated the interview selection process of 40 employees.
- Awarded "Program of the Year" for directing the Dance for Haiti benefit concert fundraising \$20,000.

Public Relations Specialist

August 2006 to May 2007 Company Name 1/4 City , State

- Supervised all cross-customer engagement curriculums for the Palouse Food Project and oversaw all marketing outreach, employee training programs, interns, and volunteers.
- Directed and executed radio commercials and advertisements specific to community development, health education, and hunger related issues.
- Tutored children with autism who required an innovative approach to assess each student's individual academic needs using patience, sensitivity, compassion, and performance art.

Assistant Warehouse Manager

May 2005 to July 2006 Company Name 1/4 City , State

- Managed warehouse recruitment, interviews, schedules, customer satisfactions surveys, and employee recognition efforts.
- Trained and instructed new sales associates and employees on diverse customer service etiquette which increased store revenue by 30%.
- Oversaw inventory and shipments to provide consistent warehouse organization that enhanced duties and responsibilities of sales associates.

Education and Training

Bachelor of Liberal Arts : Sociology & Dance Washington State University Social Sciences Wells Fargo Bank N.A 1/4 City , State Business & Personal Banker Academy Entrepreneurship in Business S.A.F.E. Registered Financial Banker Sociology & Dance

Skills

academic, Account Management, advertisements, approach, art, banking, budgets, budget, business development, Coach, conflict management, content, credit, Client, clients, customer service, customer service training, direct marketing, directing, event planning, fast, Financial, functional, fundraising, human resource, HR, insurance, international business, inventory, Team Leader, marketing, Excel, Microsoft Suite, Outlook, Power Point, Publisher, Word, networking, payroll, policies, Presenter, presentations, problem solving, Project Management, promotion, proxy, Public Speaker, radio, recruitment, selling, Sales, sales training, staffing, Strategic, supervision, employee training, Training Programs