

LANDSCAPE TECHNICIAN

Professional Profile

Diligent and driven banking professional who has achieved success in a variety of roles with increasing levels of responsibility. An effective communicator and team-builder with strong analytical, management and organizational skills.

Highlights

- Analytical
- Detail-oriented
- Excellent communication skills
- Strong work ethic
- Risk management expertise
- Excellent time management skills
- Exceptional customer service
- MS Office proficient

Experience

07/2015 - Current

Company Name 1/4 City , State Loss Prevention/ BSA Analyst

- Evaluate current fraud situations and formulate recommendations to reduce in the future
- Use anti-money laundering (AML) software to review members' activity for money laundering and other suspicious activity.
- Review structuring reports if software is not functional. Work cases and alerts generated by software, documenting conclusions reached and actions taken.
- Review member accounts to determine those posing higher risk. Obtain and evaluate EDD forms and information. File Suspicious Activity Reports (SARs) as necessary.
- Provide effective written and oral communication with members concerning extended holds, or possible fraudulent transactions, or other security measures taken. Document all actions accurately and timely.
- Work with Fraud and Security Managers in investigations and recoveries; with Operations (when necessary) to ensure fraud is limited/prevented; with other financial institutions and merchants to process fraud claims

04/2014 - 07/2015

Company Name 1/4 City , State Branch Representative

- Provided superior member service in the Retail branch, answering/ resolving member questions, and discrepancies; performed and processed transactions on sales side of branch- i.e. membership/ loan applications; resolving account related issues; and all cash-related responsibilities related to the service side
- Achieved assigned cross-selling and performance goals by proactively offering appropriate products and services to each member to ensure Credit Union's growth goals
- Developed and maintained a strong working knowledge of PFFCU products and services, as well as all policies and procedures associated with entire branch in order to ensure operational effectiveness
- Produced work that is thorough and completed with minimal errors, delivered the highest level of service by ensuring all member information is secured and protected
- Maintained a superior volume level of work performed; adhered to all PFFCU policies and procedures

11/2011 - 10/2013

Company Name 1/4 City , State Operations Supervisor

- Oversaw and supported the day-to-day department production activities which included cross training, control, and audit activities, production, and quality control to achieve targeted business goals / objectives.
- Facilitated departmental workflow, ensured work was properly safeguarded and controlled in accordance with banking policies and procedures; identified, minimized and escalated risk where appropriate.
- Ensured work adhered to regulations and compliance to CFG policies, departmental policies, risk avoidance standards and SLAs; contributed to the improvement of the customer experience.
- Tracked and reported key department metrics to include productivity (group / team), large dollar items, general ledger errors, teller errors, customer impact and service level agreements.
- Reporting demonstrated team's operational effectiveness and efficiency to Retail and Corporate units.
- Recorded passing audits, 90% customer service, and SLAs met for 5 consecutive years by providing guidance, training and leadership to 12 junior team members who achieved individual/ department goals.
- Provided input in the performance review process; motivated, incited, and rewarded desired behaviors to the team by providing feedback and utilizing available reward and recognition programs.

02/2008 - 11/2011

Company Name 1/4 City , State Senior Operations Associate

- Provided oversight, monitoring, and decision making of the workflow for a team of Operational researchers in a fast paced environment requiring application of various complex methods, procedures and knowledge of business unit's product(s) and application(s); repaired any negative impact to both internal and / or external customers.
- Researched customer, brand, or bank inquiries using advanced analytical skills to determine the source of the problems.
- Accurately resolved and ensured work product adhered to regulatory and compliance guidelines, departmental policies, quality control and service level agreement requirements.
- Minimized risk to the bank by utilizing knowledge of regulatory / compliance requirements.

- Achieved multiple individual corporate recognitions.
- Delivered prompt, accurate and excellent customer service.
- Served as mentor to 18 junior team members.
- Communicated technical support to management team and department colleagues on business specific systems and/or processing issues which resolved negative bank exposure.

11/1999 - 02/2008

Company Name 1/4 City , State Teller Manager

- Managed opening and closing times for the main branch.
- Oversaw training for all new branch employees
- Managed team of 10 branch tellers
- Balanced daily cash deposits and bank vault inventory with a zero error rate.
- Received regional branch recognition award for outstanding customer service.
- Received an internal audit score of 90% for 5 consecutive years
- Adhered to Citizens Bank security and audit procedures. Adhered to all federal and state compliance guidelines for retail banking.

Education

2010

Peirce College City , State Bachelor of Science : Business Administration Magna Cum Laude

Technical Skills and Qualifications

- Analytical skills, banking, coaching, oral communication, Credit, customer service, decision making, financial, forms, functional, general ledger, leadership, mentoring, performance management, policies, process improvement, quality control, Reporting, Retail, selling, sales, service level agreements, technical support
- Highly accountable and experienced in operational effectiveness, performance improvement initiatives, BSA compliance, regulatory and audit procedures. Excellent research and analytical skills, process development, and delivering exceptional customer service. Ability to acquire technology quickly and proficient with various banking and credit union internal financial systems.
- Banking systems, Credit Union systems: Epysis/ Symitar, Meridian Link, STAR Network, Patriot Officer, VISA