

BANKING CENTER MANAGER

Summary

Professional/Manager skilled at informing clients about products and services and recommending the best options to meet their needs. Excellent interpersonal skills.

*Versatile Sales Professional with background in banking and finance. Consistently meets bank and customer service standards.

*Results-oriented professional with over 7 years in sales and branch management.

*Highly detail-oriented professional successful at meeting and exceeding branch goals. Expertise in customer service relations and sales management. Seeking a fulfilling position that offers growth opportunities and allows me to utilize my leadership skills and experience.

Highlights

- Exceptional customer service
- Sales expertise
- Reliable
- Excellent communication skills
- Strong work ethic
- Friendly
- Energetic
- Approachable
- Flexible
- Team player
- Organized

Accomplishments

- Consistently achieved a quarterly goals
- Consistently helped associates development for new roles(promotions)
- Selected to Market leadership team for Financial Center Managers

Experience

Banking Center Manager

August 2012 to Current Company Name i¼ City , State

- Banking Center Manager is responsible for managing a consumer banking center.
- BCM is responsible for leading, managing and coaching a team of sales and service professionals to meet and exceed sales targets, ensure the operational excellence of the banking center and create an excellent customer experience.
- BCM acts as 'general manager' and is responsible for executing the One Team model by ensuring collaboration between banking center teammates and on-site specialists.
- BCM demonstrates key behaviors to drive banking center success.
- BCM ensures customer's needs are met by executing lobby leadership.
- Observe banking center team in action through the eyes of the customer.
- Supervise and coach teams on proper execution of key banking center plays.
- Communicate with Consumer Market Managers, conduct performance assessments and update staff on business developments.
- Manage all aspects of a successful business including resource management, operational excellence, managing partnerships, associate development and proficiency building and retaining customer relationships.
- Proactively identify and manage risk in every business, product, and service transaction leveraging the risk framework.
- Create workforce stability by cultivating an engaged and well coached team.

Personal Banker

January 2010 to August 2012 Company Name i¼ City , State

- Personal Bankers (PBs) are responsible for offering and selling financial products and services (i.e.
- Credit Cards, CDs, Loans) to both consumer and small business customers.
- Routinely work with customers and small business clients, to build and deepen relationships by uncovering financial needs, and recommending the best products, services and solutions to meet those needs.
- Ensure the customer's needs are met by partnering with the appropriate specialist and/or teammate to serve the customer's banking, small business, mortgage and investment needs.
- PB helps to create an excellent customer experience.
- Proactively manage risk in every business, product, and service transaction leveraging the Risk Framework.

Sales and Service Specialist

August 2007 to February 2010 Company Name i¼ City , State

- Provides customer solutions to moderately complex or escalated issues by providing seamless delivery of service, sales and/or fulfillment requests by answering calls, text messages or emails in a contact center environment.
- Requires knowledge of multiple products and ability to deepen or retain relationships through service and sales.
- May perform routine account-related transactions.
- Involves referring customers to the appropriate line of business for products not supported.
- May be required to solve problems and investigate/resolve a wide variety of issues and requests that include gathering additional information, setting expectations and working with other support organizations to fulfill the request.
- May handle escalated issues by successfully navigating the organization to resolve customer requests.
- Routes, maintains and tracks outstanding servicing requests and provides thorough follow up.

Education

Bachelor of Arts : Corporate Fitness , 2005 Minot State i¼ City , State

Minor in Business Management

Associates : Business Admin , 1999 Frank Phillips College i¼ City , State

Business Admin

Skills

banking, coach, coaching, Credit, clients, delivery, financial, general manager, leadership, managing, Market, selling, sales