

John Doe

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ACCOMPLISHED, DEDICATED BRANCH OPERATIONS MANAGER
Business Development / Customer Service / Client Relations

Branch Operations Manager with over 23 years experience in a management capacity within the banking industry including branch management. Management experience includes total profit and loss responsibility, controlling expenditures, increasing sales, improving team performance, ensuring compliance with policies and established practices and developing excellent customer rapport. Record reflects a dedicated and team oriented professional whose accomplishments exhibit adept business development instincts, strong leadership skills, and a demonstrated commitment to growth with the ability to communicate with a diverse number of people. Key strengths include:

- ♦ Project Management
 - ♦ Staff Supervision
 - ♦ Training & Development
 - ♦ Cost Containment & Profit Management
 - ♦ Client Relations
 - ♦ Customer Service
 - ♦ Purchasing
 - ♦ Problem Identification & Resolution
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PROFESSIONAL EXPERIENCE

Branch Operations Manager – First Bank, New York, New York, July, 2006 – Present

- Responsible for establishing a new bank branch which included creating new business, opening and closing the branch, processing board reports, ordering all supplies and office equipment, assisting the bank in writing policies and procedures, ensuring the branch is in compliance with federal regulations, and all other areas of operations management.
- Manage and supervise the branch and staff which include personal bankers and tellers.
- Manage the work flow and schedule to ensure deadlines are met, priorities are recognized, and policies/procedures are followed.

Personal Banker/Teller Supervisor/Customer Service Representative – First Bank/New York, New York March, 1998 – July, 2006

- Responsible for opening new accounts, supervising teller line, auditing and training of new staff.
- Managed and supervised all aspects of customer service and sales.
- Motivated sales staff and maintained operational excellence with all general ledger accounts.
- Promoted the bank's products and services; consistently cross-sells bank products at every opportunity.
- Maintained confidentiality of customer account information. Followed established policies and procedures in responding to inquiries and requests.

Senior Teller/Personal Banker - First Bank/Compazz Bank, New York, New York, March, 1993 – March, 1998

- Responsible for processing teller transactions, processed all monthly audits, balanced tellers cash to general ledgers and approved all CTR'S for the branch.
- Responsible for ensuring that customers received a high level of support and service with their questions and/or concerns.