

ROBERT SMITH

Sr. Bank Officer

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Highly-motivated and resourceful self-starter with 10+ years in the financial services industry who enjoys working in a fast-paced environment with a bias towards action. Demonstrated success counseling senior leaders, growing talent and leading teams to meet individual and collective business objectives that promote thriving workplaces by analyzing, defining and driving concrete, measurable objectives.

CORE COMPETENCIES

Microsoft Office, Customer Service, Communications, Fire Safety.

PROFESSIONAL EXPERIENCE

Sr. Bank Officer

ABC Corporation - September 2002 – March 2008

Key Deliverables:

- Responsible for the overall management of the branch including operations, profitability, client service success, sales management, discretionary and non-discretionary expense management, loan and deposit acquisition.
- Contacted retail and small business clients daily by phone and in-person.
- Helped identify financial needs, providing solutions to clients, developed client relationships, attracted and retained new business.
- Provided leadership to the branch team and coached team members on client service performance, operational performance, and achieving sales goals.
- Completed regular performance evaluations and handed any disciplinary issues.
- Recruited, interviewed, and hired new team members.
- Ensured proper adherence to employment laws and regulations.

Bank Officer

Delta Corporation - 2001 – 2002

Key Deliverables:

- Supervise 8 tellers.
- Balance tellers daily cash flow for accuracy.
- Open new accounts and assist customers with banking issues.
- Job duties Head of debit and credit cards application desk Supervised three bank clerks in the application desk Communicated with the corporate office.
- Cultivated existing and new relationships for the bank through active marketing efforts, community involvement, customer service, and account.
- Supported corporate objectives, achieved balance sheet growth through quality lead generation, business development, sales effort, and relationship.
- Managed expenses, sales, and operations within the assigned branch within the bank.

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EDUCATION

- Bachelor of Business Administration in Business Administration - (University of Pittsburgh)