

# ROBERT SMITH

## Jr. Bank Officer

**E-mail:** info@qwikresumc.com

**Phone:** (0123)-456-789

### SUMMARY

Goal oriented senior manager with over fifteen years of proven experience in operations management. Recognized as a results-oriented leader with a proven ability to execute, communicate, inspire and promote teamwork and achieve outstanding results.

### SKILLS

Microsoft Office, Quick Books Pro 2013, 10 Key Calculator, 1900 Keystrokes Per Hour.

### WORK EXPERIENCE

#### **Jr. Bank Officer**

ABC Corporation - 1995 – 1997

- Led the Advanced Collections Call Center, in a multi-shift environment, for a \$750 million Bankcard portfolio.
- Served as interim senior manager, responsible for 150+ associates, across multiple company sites.
- Reduced the companys losses by 12% through the development and implementation of resolve rate performance standards and the introduction of an employee performance incentive plan.
- Increased staff productivity and effectiveness through the development and implementation of a new collector queue time management process.
- Increased contact rates for 90 and 120 day accounts through increased auto-dialer utilization.
- Developed and installed coaching process of recording and reviewing collector phone calls for technique and effectiveness.
- Responsible for company-wide acquisitions involving the conversion and integration of all systems, operations, and business processes.

#### **Bank Officer**

Delta Corporation - 2001 – 2002

- Added value in the sales effort, which resulted in the 1st place ranking of the branch among the Transylvania Division.
- Assist and work with the User Administration and the IT Security Administrator team in dealing with various banking user requests online.
- Perform functions mainly via WTS, CRRS, TRADECONNEX, WAA Service, AS400, NETWORK, and IBSS.
- Data entry using Microsoft Excel spreadsheets and Word documents, also create files and update on bank company data.
- Managed expenses, sales, and operations within the assigned branch within the bank.
- Developed, hired, and promoted branch staff.
- Promoted to Vice President, Regional Sales after the first year of joining organization Created branch training and coaching initiatives.

## SCHOLASTICS

- Associate - (Southern Illinois University - Edwardsville, IL)