

ROBERT SMITH

Bank Officer/Manager

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To pursue a career in a challenging, responsible administrative position that will utilize 35 years of acquired skills, abilities and knowledge of the banking industry.

EXPERIENCE

Bank Officer/Manager

ABC Corporation - APRIL 1990 - JULY 2001

- Worked with two Commercial Credit Product Officers.
- Provided support to the President/Market Manager, Chairman of the Board of Directors, and Commercial Lending Officer.
- Included processing and typing commercial loan documents, ordering credit reports, setting up new files and file maintenance, processing loan advances, transfers, stop payments, and wire transfers.
- Wrote loan approvals and closing loan transactions with the customers.
- Developed reports and memoranda, delegate and direct problems to appropriate areas for resolution, ability to prioritize workload and adapt to rapid changes in pace.
- Created and installed focus groups to uncover and recommend programs to improve staff morale and relations.
- Developed and installed the coaching process of recording and reviewing collector phone calls for technique and effectiveness.

Bank Officer

Delta Corporation - 1987 - 1990

- Assistant Branch Manager and Consumer Loan Officer, Teller Supervisor.
- Chief Executive Officer and Member of the Board of Directors at 3 Banks for over 19years Responsible for the removal of a \$60 million and a \$15.
- requirements Hired and trained bank personnel and officers to improve the banking services to the community Restructured the lending department.
- Data entry, prepare contracts, and maintain customer files.
- Customer service, statement reconciliation, wire transfers Effectively communicate and collaborate with front line tellers and department manager on.
- Submit billing, expense reports, and garnishments.
- Great customer service, observation, and safety to customers and clients.

EDUCATION

- BA In Economics And International Economics - September 2011(University Of Nottingham - Nottingham)

SKILLS

Microsoft Applications, Brainshark, Articulate Storyline, ADDIE, Webex Delivery Platform, SharePoint.