

Objective

Manages the banking relationship with a portfolio of business customers. Responsible for all sales of credit and non-credit products and services by calling potential and existing customers to develop new business and increase (cross-sell) or retain existing business.

Skills

Bank Analyst, Loan Document Processor, Portfolio Manager.

Work Experience

Bank Officer/Personal Banker

ABC Corporation - 2009 – 2009

- Selected to be in the first transition team from the Site to merge over to the Banker Support team.
- Performed Policy support to Bank Employees by telephone.
- Performed assistance to callers of both Wells Fargo Store systems, Store Vision Teller (SVT), and Store Vision Platform (SVP), by walking banker through the system they were using to perform the task at hand.
- Responsible for relaying Bank Policies to bankers within Bank Guidelines, including how to opening and maintaining Wells Fargos personal accounts.
- Provided the banker with proper wording and terminology to relay to their customers.
- Responsible for forwarding bankers to proper Departments when required.
- Maintained a high customer satisfaction rating, which is rated on random surveys that are sent to Bankers after assisting them.

Bank Officer

Delta Corporation - 1987 – 1990

- Maintain weekly and monthly logs such as teller differences, sales, and fee reversals; maintaining new and closed account reports; interviewing.
- Open and close inmate accounts Process commissary Prep bank deposits Balance all monies at the beginning and end of shift.
- USA) Function & Responsibilities Description of operation banking.
- Administration of all consumer credit operations for the state of Colorado including credit review, home equity lines of credit, collection, loan.
- This position reported to the VP of Credit Operations and included 5 administrative personnel.
- Reduced delinquency rates by 50%, enhanced productivity by more than 75%, and improved portfolio profitability by implementing better underwriting.
- Train, mentor and supervise tellers Code and process all loan payments Input all new loans into system Perform maintenance of loans Process all Repo.

Education

Associates of Computer Science - 1998(Midlands Technical College - Columbia, SC)