Robert Smith

Banking Center Manager

CONTACT DETAILS

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PERSONAL STATEMENT

Banking Center Manager with 6 years of experience in management. Conscientious, resourceful, and flexible; enjoy working with customers as well as taking on leadership roles. Excellent skills in communication, time management, training, and problem-solving.

WORK EXPERIENCE

Banking Center Manager

ABC Corp - August 2015 – September 2017

Responsibilities:

- Responsible for all daily activities in the branch to include opening, closing, cash orders, atm settlement, daily calling efforts and coaching associates.
- Implemented and managed sales strategies in the branch and outside of the branch.
- Provided on the job coaching and set sales strategies for success with each associate.
- Worked directly with business banking to uncover new opportunities and go out bi-weekly with business banking manager to visit new businesses in the area.
- Participated in weekly meetings with the VP of operations to discuss business strategies for the week and upcoming months.
- Focussed on developing a consistent routine to achieve outbound calling and sales goals on a monthly basis.
- Achieved or exceeded the production goals for the branch in 2016 and 2017.

Banking Center Manager

ABC Corp - November 2011 – August 2015

Responsibilities:

- Responsible for the overall operations and management of security plus federal credit union in Roland Park.
- Responsible for opening a new location in Roland Park was part of the design of the center, how the center was set up and services offered in the center as well as the equipment used in the center.
- Implemented and managed sales strategies in the branch and outside of the branch.
- Assisted in the marketing strategy for the center and credit union by working directly with the marketing department.
- Provided on the job coaching and set strategies for success with each associate.
- Assisted in setting the goals for the branch with the COO and CEO as well as meeting and exceeding these goals.
- Responsible for managing the budget of the center and developing the budget each year.

SKILLS

Operations Management, Analytical Reporting, Sales, Multi-Unit Management, And Business To Business Sales

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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Education

Business - 2010 (Williamsville South High School)

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