

Objective

Motivated and skilled current law enforcement professional with a successful track record on management direction and oversight of staff. Proven ability to manage multiple projects to completion as well as developing and implementing strategies that support law enforcement, community policing and business goals.

Skills

Microsoft, Excel, Powerpoint, Outlook, Customer Service, Management, Marketing, Communications, Organizational, Fundraising.

Work Experience

Lead Branch Assistant Manager

ABC Corporation - 2001 – 2008

- Responsible for assisting the day-to-day operations of the branch and staff.
- Responsible for assisting in the development and assisting in ensuring staff achieve sales goals.
- Manage all branch sales and operations.
- Monitor branch service quality levels and coaches staff to achieve appropriate levels.
- Assist in keeping branch is compliance with all bank policies and procedures.
- Participate in training and meeting on sales and operation issues with branch management and staff.
- Ensure compliance, audit and security procedures are adhered to at branch location.

Branch Assistant Manager

Delta Corporation - 2003 – 2012

- Account representative for several large corporate accounts such as Major League Baseball, National Football League and Fellowship of Christian .
- by generating several business leads and increased corporate account revenue Selected as member of Elite Platinum Club for individual and team .
- Creating an inclusive work environment to improve Customer Experience Motivate team members by coaching to maintain team member engagement Navigate .
- Supported manager in performing management functions such as staffing, training and expanding business plans.
- Investigated and resolved customers issues and complaints regarding operational matters - Handled all queries and client feedback in a professional .
- Communicated with the support team and implemented the organizations operational guidelines, standards and policies.Monitored and managed .
- Assisted branch manager in reaching branch sales, service, operational goals and resolving complex customer issues Approved banker and teller .

Education

Bachelor of Business Administration in Finance - (University of Houston)