

ROBERT SMITH

Branch Assistant Manager/ Supervisor

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SUMMARY

Retail management and customer service, Analyze applicant's financial status, credit, and property evaluations to determine feasibility of granting loans.

CORE COMPETENCIES

Brand Management, Management. Customer support.

PROFESSIONAL EXPERIENCE

Branch Assistant Manager/ Supervisor

ABC Corporation - October 2005 – July 2008

Key Deliverables:

- Maintained customer account records and performed account maintenance.
- Enhanced customer relationships through profiling and sold bank products and services.
- Ensure excellent customer service and pleasant work environment.
- Create spreadsheets to track associates and branch performance.
- Conduct branch sales meeting to set, develop, and achieve weekly sales focus.
- Conduct branch operational reviews such as cash audits, confidentiality, and associate compliance-training completion.
- Submit application to credit analysts for verifications and recommendations.

Branch Assistant Manager

Delta Corporation - 2001 – 2005

Key Deliverables:

- Manage 8 employees on day to day operations of branch Train employees on different sales techniques and how to overcome objections daily Instigate .
- Detailed skills list upon request.
- Additionally, I started with this company as a truck driver, then was promoted to counter sales, then finally.
- Managed Rubbermaid account filling temporary to hire positions.
- Handled all aspects of human resources, hiring, firing, awards and payroll on over 130 employees.
- Input and reconcile payroll weekly worked directly with Rubbermaid HR on any needs or issues.
- Contract ended.

EDUCATION

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B.S. in Organizational Management - August 2004(Crichton College - Memphis, TN)

