



# BENJAMIN LEE

Branch Office Manager

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## PROFESSIONAL SUMMARY

Seasoned Branch Office Manager with 10 years of experience steering operational excellence and fostering client relationships. Adept at implementing strategic initiatives that enhance efficiency and drive revenue growth. Proven ability to lead teams in achieving high performance and customer satisfaction. Eager to leverage my comprehensive skill set to contribute to an organization dedicated to sustainable success.

## WORK EXPERIENCE

**Branch Office Manager**  Apr / 2019-Ongoing  
**Maple Leaf Consulting**  Toronto, ON

1. Oversaw risk management of the financial center through daily federal compliance and consistent audits.
2. Evaluated balance sheet and profit and loss statements to inform strategic decisions.
3. Recommended cost-reduction solutions that improved overall profitability.
4. Managed inventory and reviewed approved fund requests to ensure financial accuracy.
5. Analyzed overdraft reports and recommended actions to mitigate potential losses.
6. Facilitated daily meetings to enhance customer service, improving scores from 72 to 92 within a year.
7. Guided branch team in increasing the deposit base significantly within one fiscal year.

**Branch Office Manager**  Apr / 2015-Apr / 2019  
**Silver Lake Enterprises**  Seattle, WA

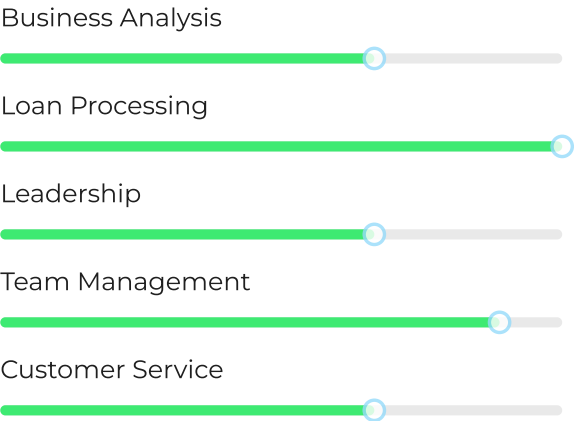
1. Maintained accurate documentation on all branch activities to ensure compliance.
2. Communicated effectively with clients and stakeholders via emails and meeting arrangements.
3. Coordinated with foreign representatives to facilitate business negotiations.
4. Managed accounts payable and receivable, ensuring timely processing of transactions.
5. Conducted compliance audits to adhere to company and state standards.

## EDUCATION





**Bachelor of Business Administration**  Apr / 2012  Apr / 2015  
**University of Texas**  Phoenix, AZ

Focused on management and finance, developing skills in strategic decision-making.

## SKILLS



## INTERESTS

-  Public Speaking  Language Learning
-  Running  Cooking




## STRENGTHS

-  Accountability  Planning
-  Pragmatism  Stewardship

## LANGUAGES



## ACHIEVEMENTS

-  Increased branch revenue by 25% through strategic marketing initiatives.
-  Achieved a 20% reduction in operational costs by streamlining processes.
-  Enhanced customer satisfaction scores from 75% to 95% within one year.