

ROBERT SMITH

Sr. Branch Service Leader

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SUMMARY

Meticulous, motivated professional with extensive experience in decision-making, in organizing, in evaluating, and exercising sound judgment in varied responsibilities, and in spearheading projects.

SKILLS

Microsoft Office, Microsoft Word, Excel, Excel.

WORK EXPERIENCE

Sr. Branch Service Leader

Regions Bnak - January 2000 – 2020

- Excellent customer service and communication skills.
- Knowledgeable on teller and bank policies and procedures.
- Skilled in handling bank responsibilities, such as safe deposit, currency transactions, cash box, currency transaction reports and vault duties.
- Skilled in scheduling and workflow of teller staff.
- Good leadership, training and coaching skills.
- Basic knowledge of human resource policies.
- Knowledge of basic platform duties.

Branch Service Leader

Delta Corporation - 1996 – 2000

- Leads, supervises, and directs teller staff and teller operations while supporting policies, procedures, and processes within the bank branch Provide .
- Works with corporate support departments to ensure procedural consistency, adherence to internal controls and compliance with regulatory requirements .
- of goal in 1st quarter of 2016 Achieved the highest score (92 out of 100) of the region in operational excellence for the 1st semi-annual audit of .
- One of these reports helped close a customer relationship suspect for money laundering.
- Built a solid record of achievement in exceeding both customers and the businesss expectations, by delivering excellent customer service, .
- Serve as the teller line supervisor for the branch Observe and coach tellers to improve performance, brand behaviors, and customer service standards .
- Duties; Assisting customers with daily transactions, Main Vault, supervising employees, in charge of the branch running smoothly throughout the day.

SCHOLASTICS

- Master Of Arts In Human Resource Development - (Webster University - Little Rock, AR)