

# Sr. Financial Services Supervisor

## ROBERT SMITH

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### Objective

Highly organized and detail-oriented Certified Public Accountant, knowledgeable in regulatory reporting, accounting operations, tax accounting and audit. Masters-trained business professional with significant real-world management and supervisory experience and a clear understanding of the challenges of day-to-day business operation.

### Skills

MS Office, Management.

### Work Experience

#### Sr. Financial Services Supervisor

**ABC Corporation** - 1997 - 2002

- Responsible for the daily operations of the Merrill Lynch Direct online brokerage team (10-24+).
- Responsible for the financial and business strategies relating to discount brokerage.
- Monitored the purchase and sale of securities.
- Ensured accurate transactions, oversaw account maintenance, and acted as a liaison with the organizations full-service brokers as needed.
- Required NASD series 7/63,9 & 10 license.
- Ensured compliance with all relevant government regulations.
- Kept abreast of market conditions.

#### Financial Services Supervisor

**Delta Corporation** - 1997 - 1999

- Supervised bank employees Supervised staff for 2-years, 3-months.
- Loan processing Managed customer accounts Customer relations/satisfaction Delinquency resolution Originating high volume of loans to meet and exceed .
- Responsible for Managing a team of 12-15 employees Developing each employee through coaching and motivation, to achieve the client goals Recognizing .
- Managed a team of 17-20 associates Responsible for securing payments on delinquent and current accounts Negotiated payment arrangements within .
- Negotiated bad debt for the company, while providing customer service and upselling customers on the products.
- Was required to maintain very specific metrics on talk time, and debt collection dollars.
- Collected over 2.5 million dollars for the company as a financial services advisor.

### Education

MBA in Business Administration Finance - 2012(Fort Hays State University - Hays, KS)