

ROBERT SMITH

Senior Branch Manager

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SUMMARY

Responsible for Maintaining an atmosphere conducive to open communication, Resolving personnel problems and grievances with input and assistance from Assistant Banking Center Manager, Issuing written and oral instructions as needed.

SKILLS

Sales, Management, Human Resources.

WORK EXPERIENCE

Senior Branch Manager

ABC Corporation - September 2004 – October 2004

- Developed agents to ensure sales and operational excellence that lead to measurable results.
- Implemented successful workforce planning strategies, tools, and techniques.
- Full cycle recruited based on defining critical staffing issues, areas of focus, staffing gaps, and surpluses.
- Built, managed, qualified, and maintained a portfolio of clients and prospective clients that was aligned with my market strategy.
- Built top of mind awareness through effective phone calls and in-person visits, which fostered a consultative relationship and increased business with the client.
- Effectively recruited, interviewed, retained, coached and developed Talent (temporary employees) understanding their needs and helping them meet their professional goals.
- Directed responsibility with attracting candidates to the organization with college and Intern Programs and college campus interviewing.

Senior Branch Manager

Delta Corporation - 1999 – 2004

- Designed sales and service strategies to improve revenue and profit to include a total growth of 12.5% in sales and 9% in profit for 2015 Growth for .
- Monitored all activity related to the branch on a daily basis, provided leadership to staff regarding human resource issues, financial and .
- Managed branch to obtain gross profit of over \$50,000 monthly Exemplified leadership through a 70% in-branch conversion rate (closing rate) Won Award .
- Took over a branch location that had never done more than 1.5 million in gross volume sales previously.
- Branch Manager we did 3.2 million in gross sales and within 3 months was averaging over \$5.5 million in gross sales per month.
- Made tough decisions initially to reduce the staff to a core of 5 employees, and staffed.

- Responsible for Philadelphia, King of Prussia, and on-sites in DE and NJ Oversees budget of P&L Responsible for all aging Responsible for training.

SCHOLASTICS

- MS