

Student Name

12345 ABC Drive, University Park, IL. 60484
555-555-5555
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PROFESSIONAL SKILLS SUMMARY

Management – 10 plus years of experience in coaching, strategic planning, training development & delivery, motivation & team building/leadership, general and technical project management, product marketing and management.

Experienced Public Speaker & Presenter – Several years of speaking & presentations in corporate setting.

Virtual Team Leader – Experience with leading & coordinating cross-functional teams.

Human Sigma Six Leader – Manage/coach emotional connections; leading to highly engaged customers & employees.

Business Development – Received Cash Flow Certification through extensive training.

Technology Leader – Software/program trainer.

Employee Development – 10 years of training, coaching, planning & road-mapping to assist with growth & career goals.

Compliance/Operations – Ensured regulatory and policy compliance, audit standards and loss controls.

EDUCATION

B.A., Business Management, Minor in Business Economics, degree anticipated December 2018

Governors State University, College of Business AACSB, University Park, IL. Current GPA – 3.75/4.0

EXPERIENCE

Branch Manager, ABC Bank, Chicago, IL September 2015 – December 2017

- Managed & coached employees using CRM database; resulting in increased customer service scores, 4.0 share of wallet cross-sell, and P&L sales growth of 20% annually.
- Led weekly call nights, consultative customer appointments; growing investment revenue by 300% YOY.
- Exceeded merchant & treasury services; leading to 200% fee income growth & PL5 attainment YTD.
- Increased service & transaction migration usage to 65% household utilization through workshops & demos.
- Implemented processes leading to 80% decrease in Non-Credit losses; 40% decrease in ATM Deposit Fraud YOY
- Facilitated sales training classes for the Chicago/Wisconsin affiliate for employees within region/market.

Center Branch Manager, Any Town Bank, Chicago, IL July 2009 – September 2014

- Achieved 196% revenue growth within first year, Presidents Award.
- Managed Preferred Banking training implementation for South region; resulting in profits of \$3 million in revenues to financial center, & \$10 million revenue increase to South Region.
- Developed 12 staff members; setting achievable goals, providing feedback, recognition & compensation
- Delivered mid-year & end of year performance reviews to dual locations based upon Key Performance Indicators (KPI's); leading to multiple employee promotions.

Assistant Manager, Local Saving Corp, Chicago, IL June 2007 – October 2008

- Oversaw Chicago market, resulting in 100% consumer & business household acquisition.
- Assisted in development of staff including recruiting, interviewing, leading orientations, scheduling and product training.
- Employee Compliance Trainer to attain "Satisfactory" Corporate & Affiliate Risk Assessment Control Audit.
- Obtained banking relationships with HR managers within companies, led to 120% attainment of consumer households

TECHNICAL SKILLS

- Microsoft Office, (Outlook, Word, PowerPoint, Excel Spreadsheets, Document & Cloud Sharing)
- Experienced in Impact360, Appointment Manager, Financial CRM Databases
- Video Conferencing
- Social Media (Facebook, Twitter, Instagram)

PROFESSIONAL AFFILIATIONS

- Member of UMFI, United Midwest Financial Institutions
- Advisory Board Member; local community
- Rotary Club