
SUMMARY

- Accomplished professional in the field of finance seeking a position that can utilize knowledge and skills.
- Strong academic and on-the-job training.
- Extensive background in banking.
- Compelling negotiator with demonstrated sales and sales management skills.
- Solid oral, written, and public speaking communication skills.
- Practiced computer literacy using proprietary software.
- Established record of proficiency, creativity, leadership, organizational and problem-solving know-how.
- Detail oriented with proven ability to accept assignments and deliver desired and effective results.

EXPERIENCE

SUMMIT BANK

Progressive increases in responsibility and position in the same bank since 1992:

Branch Manager, Assistant Vice President

March 2000 to present

BERGEN AVENUE BRANCH, JERSEY CITY, NJ

Oversee six tellers, two customer service representatives, and an assistant branch manager in this bank branch. Concentrate on personnel development, recruiting new personnel and coaching and motivating all employees to advance their skills and abilities as well as their status. Proactively engage in selling bank products and developing business customers. Ensure that monthly sales goals are met.

Accomplishment:

- Guided the branch in achieving outstanding sales recognition in all goal categories.
- Mentored an assistant head teller in achieving a promotion to head teller.
- Credited with developing a teller into a customer service representative.

Assistant Branch Manager

January 1998 to March 2000

HARBORSIDE FINANCIAL CENTER BRANCH, JERSEY CITY, NJ

Served the normal functions of a bank branch manager, overseeing and guiding a staff of seven, including five tellers and two customer service representatives. Led the sales process in promoting bank products and services. Proactively assisted and sold customers and prospects directly. Conducted morning and late afternoon coaching sessions with employees in improving techniques on referring customers to the bank's sales team. Developed strategies and performance plans for all employees to enhance sales and service skills and maintain high professionalism.

Customer Service Representative

February 1995 to January 1998

NEWPORT CENTER BRANCH, JERSEY CITY, NJ

Sold a number of bank products and services, including loans to existing and new customers. Prospected, using telemarketing, internal leads, and referrals. Assisted customers and prospects, regularly resolving problems and complaints. Profiled customers and referred them for investment opportunities to the bank's Investment Management Division and Retirement Investment Services Division. Occasionally served as head teller.

Teller

May 1992 to February 1995

NEWPORT CENTER BRANCH, JERSEY CITY, NJ

Performed typical teller functions while concurrently attending school. Processed deposits, withdrawals, and cash advances. Accepted and processed savings account transactions. Accepted mortgage, credit card, consumer loan, and all other loan payments. Redeemed bonds. Cashed and certified checks. Issued bank checks. Closed accounts. Fulfilled end-of-day proof and consolidation processes.

Accomplishments:

- Commended for leading the branch in consistently winning cash bonuses awarded quarterly.
- Frequently recognized by management and awarded numerous prizes for sales accomplishments.
- Recipient of the *Service Excellence Award* in November 1998.
- Received an award from management for maintaining a high level of employee positive attitudes.

EDUCATION

Major in Finance and Business Administration

1993 to 1994

JERSEY CITY STATE COLLEGE • JERSEY CITY, NJ

Attended a number of seminars and special training sessions conducted by Summit Bank on such subjects as leadership, coaching employees for optimum performance, bank leading, investments, mortgaging, treasury services, escrow services, government banking, improving sales techniques, customer service, public speaking, and making presentations.
