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| Candidate 78037  City Personnel  (401)331-2311   |  | | --- | |  | |

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| **Work History** |

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| November 2020 - May 2022 | **South State Bank, Palm Harbor, Florida**  *Financial Service Representative*   * Performed all functions of Personal Banker * Opened new deposit accounts and understands the financial services offered by the bank; this includes knowing the features and benefits, rules, regulations, pricing, and a simple definition of each service * Handled other services such as stop payments, wire transfers, and other maintenance functions within assigned limits * Served customers quickly, accurately, efficiently, and confidentially * Explained policies and procedures as necessary * Resolved customer problems and complaints with courtesy and discretion * Knowledgeable of financial services offered by the bank * Handled other services, such as stop payments, wire transfers, etc. * Followed the branch’s security and audit procedures and understands the function and operation of the security devices * Assured that branch records, reports, and other correspondence resulting from customer development attempts are correct and timely * Ensured compliance with all banking regulations |

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| September 2019 - February 2020 | **Center State Bank, Trinity, Florida ( Acquired Patriot Bank)**  *Assistant Branch Manager/AVP*   * Oversaw teller and customer service duties * Assisted with customer transactions while providing customer service * Facilitated staff meetings with a focus on product training and security * Opened/closed the branch * Responsible for scheduling staffing * Ensured the bank’s policies and procedures are consistently complied with * Aided staff as needed for additional training, customer relations, and identifying the customer need for additional products/services * Supervised all day-to-day operational functions of the bank including ATM and vault procedures including balancing * Recognized and generated leads to team members while continuing to grow branch deposits * Completed and delivered yearly evaluations to staff * Selected, coached, and mentored a competent workforce |
| June 2009 - September 2019  September 2017 - September 2019 | **Patriot Bank, Trinity, Florida**  *Branch Manager/Vice President*   * Oversaw teller and customer service duties * Assisted with customer transactions while providing customer service * Facilitated regular staff meetings with a focus on product training and security * Opened/closed the branch * Responsible for scheduling staffing * Ensured the bank’s policies and procedures are consistently complied with * Assisted staff as needed for additional training, customer relations, and identifying the customer need for additional products/services * Supervised all day-to-day operational functions of the bank including ATM and vault procedures including balancing * Recognized and generated leads to team members while continuing to grow branch deposits * Completed and delivered yearly evaluations to staff * Selected, coached, and mentored a competent workforce |
| July 2014 - September 2017 | *Customer Service Representative*   * Opened/closed branch as necessary * Assisted tellers with ATM, cash orders, and other teller-related duties * Opened customer accounts, and answered product and service-related questions, while recognizing the potential to cross-sell * Managed incoming branch calls and follow-up as needed * Built customer relationships through effective communication and trust * Effectively resolved customers' issues/complaints * Assisted branch manager as needed |

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| June 2009 - July 2014 | *Teller*   * Received and paid out money * Kept records of money and negotiable instruments involved in banking * Worked within established policies, procedures, and guidelines * Consistently delivered exceptional customer service with a positive attitude * Identified referral opportunities * Balanced ATM and vault daily * Handled incoming phone calls |

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| **Education** |

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| 1983 | High School Diploma  *Bishop Keough Regional High School* |

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| **Skills** |

Technical Proficiencies: FISERV, Jack Henry, Microsoft Word, Outlook

Bank Management