JOHN DOE

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City, State 11111

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OBJECTIVE

To obtain a management position with a progressive organization that will capitalize on my experience, knowledge, leadership in banking/operations/management and also provide a challenging environment with an opportunity for expanded knowledge and creativity.

QUALIFICATIONS

Strong leadership skills, persistent in job quality, effective human resource skills, effective written and verbal communication, and strong operations/retail banking experience.

ACHIEVEMENTS

Business Development: Developed client base through business contacts, and increased deposits in the Main Lobby while managing two other banking centers, regularly scheduled visits with banks to obtain the quality of operation services provided, and also submitted and presented proposals to corporations.

Planning & Administration: Developed procedures and processes to strengthen internal controls, correct deficiencies, streamline operations, develop productivity standards for performance evaluations, directly managed up to 23 employees, managers and officers, prepared evaluations, counseled, trained, performed disciplinary action including the termination process, for up to 60 employees, responsible for operational issues, and responsible for coordinating Federal Reserve and FDIC audits performed, and was a member of the management team in the conversion process when acquiring new bank, and performed branch and operational audits as required in bank environment.

Management Tools: Developed disaster recovery manuals and submitted to the Board of Directors for approval, written risk assessments and submitted for operations area and submitted to the Board of Directors for approval, provide procedures to banks on new processes and attend conferences, in-house training, and internet training to keep abreast of new laws that affect our organization.

EXPERIENCE

ABC BANK (City, State) August 1 – 15, 2011
Deposit Operations Supervisor

Responsible for daily operations activity.

ABC COMPANY (City, State)
Executive Vice President/Senior Vice President December 99 - June 2011

- Directs, coordinates, and reviews activities of departments in obtaining goals and objectives
- Performs HR functions such as interviewing, hiring, counseling, training, evaluations performed, disciplinary action and terminations as warranted.
- Address and resolve operational issues with affiliate banks and implement action as need to insure quality.
- Responsible or preparation and coordination of internal, external auditors, and regulatory agencies.
- Directly responsible for management of Accounting, Data Entry, Proof, Bookkeeping, Research, Couriers, Supplies and Customer Service and provides support to the CIO with the supervision of technology personnel
- Prepare and present information quarterly at the Board of Director's meeting.
- Member of the Board of Directors of ABC Company.
- Member of ABC Corporation Trust Compliance committee.
- Responsible for annual security training for employees and information to customers according to regulatory agencies.
- Responsible for completion and implementation of projects based on needs of the affiliate banks and non-affiliate bank by developing and implementing procedures, guidelines, and training as necessary.
- Revised all job descriptions for ABC Company to meet the new FSLA guidelines for 2010. .
- Performed annual AAP staff meeting along with the objectives which needed to be met
- Reviewed staff levels and reduced staff in areas where technology or processing of items were moved from the data center to other personnel in other areas
- In prior years, developed and implemented a Disaster Recovery Program and risk assessments for all areas.

Outside activities:

- Reviewed and recommended changes to ITT Tech's board in Risk Assessments and Operations management criteria for their class management and upcoming class structure.
- Participated in Mock Interviews with ITT Tech students who were graduating; providing feedback to Board on areas of improvement in the student's interviewing techniques and skills

ABC COMPANY (City, State) – VARIOUS POSITIONS HELD SEPT 1976 – 1999

Vice President/ Regional Coordinator (1995 – 1997)
Assistant Vice President/Retail Banking (1987-1995)

- Responsible for the operations of Retail Banking Center – Main Office and other banking centers (North Street, Main Road, and Broad Avenue Banking Center)
- Responsible for staff development, training, human resources functions
- Provided consumer and commercial loans, business development and retention of customer base.
- Presented cash management proposals for large corporate customers.
- Responsible for the performance reviews of the main lobby as well as being responsible for the managers of North Street, Main Road, and Broad Avenue Banking centers; business development calling management of cash for all locations
- Projected annual budget (income and expenses) for multiple areas of banking center with monthly updates on projections.
- Performed business development calls on prospects as well as current customers; attended CRA functions.
- Responsible for the management of cash on hand for all banking centers as well as the Main Lobby which shipments to the Federal Reserve as required.

Manager of Deposit Services and Item Processing (1979-1987)
Secretary/Payroll Clerk – Personnel Department (1976 – 1978)

SPECIAL AWARDS/OTHER

Recognized as Retail Banking Center Manager of the Year in 1996,
Received the President's Club Award for 1999 Sales Team Captain
Received 42 apples (customer recognition of service – unsolicited) as a part of ABC Company's APPLE PROGRAM
Received recognition at graduation for Bank Simulation performance (First Place) along with three other team members at State University
Cambridge Who's Who Person of the year for Human Resource Management 2009
Advisory Director – ITT Technical (2009 – 2010)
Member – SHRM (Society for Human Resource Management 2008 –
Contributor, American Bankers Association Handbook on Payment Systems Today (2002)

EDUCATION

State University* **(1992 – 1994)**
City, State
State University School of Banking **(1984 – 1985)**
City, State
Associate Degree in Office Technology **(1973- 1975)**
State University, City State