

PROFESSIONAL SUMMARY

Highly organized Operations Assistant Bank Manager with 12+ years of experience overseeing banking operations, ensuring regulatory compliance, and optimizing internal processes. Dedicated to improving efficiency and accuracy in financial transactions and customer service.

EDUCATION

Bachelor of Business Administration (BBA), Business Management

Georgia State University, Atlanta, GA | 2013

Certifications

- Certified Operations Manager (COM), American Bankers Association | 2018
- Certified Regulatory Compliance Manager (CRCM), American Bankers Association | 2017
- Certified Internal Auditor (CIA), Institute of Internal Auditors | 2016

SKILLS

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|---------------------------------------|--------|
| • Banking operations management | Expert |
| • Regulatory compliance and audits | Expert |
| • Process optimization and automation | Expert |
| • Cash management and reconciliation | Expert |
| • Staff training and supervision | Expert |
| • Problem-solving and decision-making | Expert |
| • Financial reporting and analysis | Expert |
| • Time management and organization | Expert |
| • Risk assessment and mitigation | Expert |

EXPERIENCE

2016 - Now

Operations Assistant Bank Manager

SunTrust Bank (Now Truist) / Atlanta, GA

- Oversee daily branch operations, ensuring compliance with federal and state banking regulations.
- Implement process improvements that reduced transaction errors by 25% and increased efficiency.
- Supervise a team of 10 employees, providing training and support to maintain high performance.
- Conduct internal audits to ensure accurate cash handling and secure financial transactions.
- Collaborate with other departments to streamline workflows and enhance customer service.

2013 - 2016

Operations Specialist

Regions Bank / Atlanta, GA

- Managed cash flow, account reconciliations, and transaction processing with 99% accuracy.
- Ensured compliance with banking policies and procedures, reducing audit findings by 20%.
- Trained new employees on banking software and operational protocols, improving efficiency.
- Assisted in the rollout of a new internal reporting system, which improved operational efficiency by 15%.

ADDITIONAL INFORMATION

Proficient in banking software such as Fiserv, Jack Henry, and Oracle Financial Services.