



Branch Bank Manager

Alex Carter

Professional summary

Results-driven branch bank manager with experience leading high-performing teams. Proven ability to drive revenue growth, improve customer satisfaction, and maintain regulatory compliance. Adept at implementing strategic initiatives to enhance branch efficiency and profitability.

Experience

Branch Manager

2018 - Now

Chase Bank / Los Angeles, CA

- Supervise daily branch operations, ensuring compliance with federal and state banking regulations while maintaining excellent customer service.
- Lead a team of 15 employees, providing coaching and performance evaluations to drive productivity and engagement.
- Spearhead initiatives to increase branch revenue, leading to a 25% growth through effective sales strategies and cross-selling financial products.
- Establish relationships with local businesses, expanding the bank's client base and improving community engagement.

Assistant Branch Manager

2014 - 2018

Bank of America / Santa Monica, CA

- Assisted in overseeing branch activities, ensuring operational efficiency, policy compliance, and high customer satisfaction.
- Conducted training programs to enhance staff knowledge of financial products and sales techniques, improving overall performance.
- Monitored loan application processes, reducing errors and ensuring timely approvals for customers.
- Collaborated with the marketing team to implement targeted campaigns, leading to a 15% increase in new accounts.

Professional Memberships

Member

- American Bankers Association
- California Bankers Association

- (213) 555-7890
- alex.carter@email.com
- Los Angeles, CA

Education

Bachelor of Business Administration

University of Southern California | Los Angeles, CA | 2013

Certifications

- Certified Branch Manager (CBM), American Bankers Association | 2020
- Series 6 & 63 Licenses, FINRA | 2019

Skills

Team Leadership & Development	◆◆◆◆◆
Customer Relationship Management	◆◆◆◆◆
Sales & Revenue Growth	◆◆◆◆◆
Regulatory Compliance	◆◆◆◆◆
Loan & Credit Analysis	◆◆◆◆◆
Risk Management	◆◆◆◆◆
Budgeting & Forecasting	◆◆◆◆◆
Staff Training & Mentorship	◆◆◆◆◆
Operational Efficiency	◆◆◆◆◆
Community Outreach & Business Development	◆◆◆◆◆