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# DAVID MITCHELL

## Assistant Bank Manager



(312) 555-6789



david.mitchell@email.com



Chicago, IL

### Education

#### Bachelor of Finance

DePaul University | Chicago, IL | 2014

#### Bank Management Certification

American Bankers Association | 2021

#### NMLS Mortgage License

Nationwide Multistate Licensing System | 2020

### Skills

Staff Training & Supervision



Customer Service Excellence



Loan Processing & Underwriting



Account Management



Financial Auditing



Risk & Fraud Prevention



Performance Evaluation & Coaching



Branch Operations Oversight



### Professional summary

Detail-oriented assistant bank manager with experience in branch operations, customer service, and sales. Strong leadership skills with a focus on team development and compliance adherence.

### Experience

#### PNC Bank

2019 - Now

Chicago, IL

#### Assistant Bank Manager

- Assist in overseeing branch operations, ensuring smooth workflow, compliance with policies, and optimal customer experience.
- Implemented a training program that improved employee performance and increased sales of banking products by 30%.
- Conduct financial audits to assess risk levels and maintain adherence to all federal banking regulations.

#### Fifth Third Bank

2015 - 2019

Evanston, IL

#### Senior Personal Banker

- Provided expert financial consultation to clients, resulting in a 20% increase in customer retention through personalized banking solutions.
- Assisted in underwriting small business and personal loans, ensuring thorough risk assessment before approval.
- Developed a sales strategy that led to an increase in product cross-selling, driving additional revenue to the branch.

### Volunteer Work

- Financial Literacy Workshop Instructor, Chicago Community Outreach
- Mentor, Young Professionals in Banking Program