



Bank Branch Manager

John Harrison

Professional summary

Seasoned Bank Branch Manager with over 11 years of experience in leading teams, enhancing customer satisfaction, and driving financial performance. Proven success in implementing strategic initiatives to increase profitability, optimize operations, and foster staff development.

Experience

Bank Branch Manager

January 2018 - Now

Wells Fargo / Portland, OR

- Lead a team of 15 employees in day-to-day branch operations, exceeding sales targets by 20% for three consecutive years.
- Enhance customer retention by 25% through tailored service and engagement.
- Manage a portfolio of 0 million in deposits and loans while ensuring compliance with regulatory requirements.
- Spearheaded the implementation of digital banking solutions, increasing online customer interactions by 30%.

Assistant Bank Branch Manager

March 2013 - December 2017

Bank of America / Beaverton, OR

- Assisted in managing branch operations with a focus on improving customer satisfaction and operational efficiency.
- Supervised a team of 10 employees, ensuring adherence to corporate policies and procedures.
- Played a key role in increasing small business loan origination by 15%.

Community Involvement

Portland Financial Literacy Program

March 2021 - Now

Board Member

- Serve on the board for a nonprofit organization focused on providing financial education to underprivileged communities in Portland. Organized events and workshops reaching over 500 individuals.

Habitat for Humanity

June 2019 - Now

Volunteer

- Assisted with building homes for low-income families, contributing over 100 volunteer hours.

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Portland, OR

Education

Bachelor of Business Administration

University of Oregon

Eugene, OR

Graduated: 2012

Certifications

- Certified Branch Manager (CBM) – Earned: June 2021
- Financial Risk Manager (FRM) – Earned: October 2018

Skills

Team leadership ◆◆◆◆◆

Financial planning and analysis ◆◆◆◆◆

Customer relationship management (CRM) ◆◆◆◆◆

Risk management ◆◆◆◆◆

Strategic sales initiatives ◆◆◆◆◆

Cross-selling strategies ◆◆◆◆◆

Languages

◆ English: Native

◆ Spanish: Conversational