

EXECUTIVE RESUME SAMPLE

123 www.LizMLopez.com, City, State Zip

(727) 510-3505

Liz@LizMLopez.com

CONSUMER BANKING * ORGANIZATIONAL MANAGEMENT * STRATEGIC PLANNING

Top-performing, solutions-driven consumer banking executive with 20+ years experience in operations management, market penetration, brand transitions, and accelerated revenue growth. Progressive career growth sustained by successful hands-on people management, implementation of efficient business systems, and continuously exceeding company-wide objectives through detailed focus on daily operations. Excellent relationship builder with strong ties to internal departments, industry partners, and local community organizations.

Executive Strengths

- **Leadership** – Personable leader who cultivates trust and loyalty from managers and associates. Top-to-bottom understanding of my organization. Able to optimize front line procedures while maintaining a broad strategic focus. Equally strong in budgeting, financial management, strategic partnerships, and overall operational control.
- **Change Management** – Experienced in leading the transition and brand assimilation for newly acquired banking centers throughout the U.S. SME in process improvement and implementation. Very comfortable with making tough decisions necessary for organizational success.
- **Strategic Growth** – Forward-thinker who develops and implements strategic plans that stimulate organizational growth by aligning to cutting-edge trends in technology, industry evolution, and consumer behavior. Committed to developing teams that successfully generate revenue while remaining in compliance with regulatory guidelines and quality controls.
- **Marketing** – Skilled in recognizing and capitalizing on market trends while assuming bottom-line responsibility for results. Broad knowledge of marketing disciplines including: research, telemarketing, promotional planning, pricing, merchandising, direct mail, social marketing, event planning, and advertising.
- **Coaching and Development** – Master coach that utilizes foundational skills of rapport, buy in, and gaining commitment. True believer in 360 coaching and the value it offers for self development. Facilitator of corporate training in the areas of sales, leadership, associate development, product knowledge, systems adoption, and operational discipline.

Career History

MANAGER, EMPLOYER □ CITY, ST

2011 – PRESENT

Develop and drive the strategic objectives for 12 Banking Centers with a total market headcount of 133 associates. Provide visible and trusted leadership to Banking Center Managers and their teams. Collaborate with partners in Lending, Small Business, Merchant Services, and Merrill Lynch to maintain the highest level of banking services to customers in the market. Deliver overall balanced performance in the areas of Sales, Service, and Risk Mitigation.

Notable Accomplishments:

- Top quartile performer in Risk Mitigation, Customer Service, Business Integration, and FTE Management.
- Finished 2011 ranked in the top 2% in the company in overall scorecard and balanced performance.
- Market President for South Georgia, responsibilities included community outreach and Grant Funding.

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2008 – 2011

Partnered with Six Sigma, Brand Transition, and System Implementation teams on multiple projects designed to integrate new banking centers and ensure procedural and brand consistency in existing markets throughout the U.S.

Misc Bank Transition 2008 to 2009

- Executive Coach responsible for market leadership development and the transition of 25 banking centers from LaSalle Bank to BOA in the Flint and Saginaw Michigan markets.
- Oversaw market transition to the Merlin Teller, including training for leadership and associates populations.
- Aligned with market team to help drive market initiatives including driving sales, operational discipline, BCCR, and corporate security policy and procedures

ABC Implementation Project 2009 to 2010

- Branch Center Manager virtual coach and onsite support coach for the national Interact Deployment Team.

South State Customer Service Pilot 2000 to 2011

- Responsible for driving proficiency in BRC and C.S. for 16 banking centers in South State.

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2006 – 2008

Hired into senior Banking Center Manager position to elevate the skills level of center associates and drive deeper market penetration. Trained and developed Tellers, Teller Operations Specialists, and Banking Center Managers in the surrounding market centers. Managed compliance, customer service, sales, marketing, and banking center budget.

Notable Accomplishments:

- After six month in position, assigned a second high volume banking center. Achieved award winning overall performance while maintaining outstanding operational control.
- Championed Small Business production for the North City Bay market that resulted in a 25% lift in overall market production in Small Business sales units.
- Recognized as a leader in Customer Delight including top scores in both 4KDI and customer wait time.

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2005 – PRESENT

Remote Owner/Investor for a well established and self-sufficient UPS retail store.

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2000 – 2004

Managed a total of 14 locations with a headcount roll up of 87 employees. Led associates through the merger of VoiceStream Wireless with Aerial Communications with no loss in productivity and subsequently directed the transition of all stores to T-Mobile including all retro fits and new store builds. Member of the Force One team assisting in the conversion of North Florida Powertel markets to VoiceStream / T-Mobile processes and procedures.

Notable Accomplishments:

- Developed and implemented new reporting structure, performance tracking process, store visit agenda, and a rewards and recognition program for the market that were adopted region wide.
- Member of the Quality Assurance Team that developed the manager minimum expectations policy for T-Mobile.
- Exceeded objectives in all measurable categories every year, while maintaining strong operational disciplines resulting in high financial audit scores and minimal financial variances.
- Implemented and managed a succession plan for the market that resulted in the internal growth of 8 Store Managers and 4 Regional Managers.

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1999 – 2000

Provided leadership for 13 retail centers and a total of 90 market associates and successfully prepared the market for the upcoming merger with VoiceStream Wireless. Held weekly leadership meetings to discuss productivity, operational discipline, staffing, employee relations, visual merchandising, inventory, and market growth.

Notable Accomplishments:

- Developed market routines from the ground up that were implemented division-wide.
- Restructured the management team to put the right people in the right place while maintaining manager and associate focus on delivering on market objectives.

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1998 – 1999

Managed the day-to-day operations of a sale and service center and supervised 5 other locations in the market. Hired, trained, coached, motivated, set goals, and reviewed results for a sales crew of eight, seven customer support associates, and two technicians.

- Awarded Manager of the Year for outstanding sales results in three consecutive quarters.

SAMPLE
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Community Involvement

Board Member, Executive Board of Directors, Local Organization

Chair, Governing Board of Directors, National Organization
