

# FirstName LastName

Street Address, City, ST Zipcode  
[emailaddress@gmail.com](mailto:emailaddress@gmail.com)

Mobile: (###) 123-4347  
Home: (###) 789-8972

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## PROFESSIONAL SUMMARY

- Results oriented professional with 6 years experience in management, sales, marketing and client services
- Client focused with strong capabilities in forming and implementing new and creative sales strategies
- Proven ability to lead employees and work across all levels of management to increase rate of return
- Delivered strong and sustainable results through success in team building and demonstrated leadership
- Solid written, oral and interpersonal communication skills utilized as part of corporate strategic planning

## EDUCATION

Henry B. Tippie School of Management, University of Iowa  
Masters of Business Administration

Iowa City, IA  
DATE

Undergraduate Institution  
Bachelor of Science: Chemistry  
Minor: Finance & Spanish

City, ST  
DATE

## EXPERIENCE

**Executive Administration, a Service of Jones & Smith, Inc.**  
Vice President Manager, Specialty Services

City, ST  
DATE

- Responsible for customer service, client management, and claims processing for two employee benefit programs; each servicing over 18,000 participants
- Established and maintained departmental budgets and sales forecasting and led a staff of 33 in 2 departments
- Restructured teams to ensure adequate segregation of duties and effective utilization of resources
- Developed and built teams to shift business approach to support national sales team
- Designed and developed communications/project calendar to support sales and insurance carrier initiatives
- Developed and implemented internal quality control processes, consulted with Quality Assurance to ensure practices were fully vetted and secure. Resulted in adequate segregation of duties and strengthened controls

## XYZ Federal Bank

Vice President, Branch Manager

City, ST  
DATE

- Managed all aspects of sales and service for a \$38 million, ten employee branch. Specific areas of responsibility included sales management, client services, and branch operations and outreach
- Led 267 branches in account production; increased deposit base by 46% from \$25.3 million to \$36.8 million
- Successfully coached staff to consistently achieve sales and service goals.

Marketing Coordinator, New Account Representative

DATE

- Designed and produced 9 marketing pieces, developed customized sale letters and 3 direct mail projects
- Coordinated annual art exhibit in partnership with 4 area colleges, as well as 4 bank sponsored events
- Implemented and managed bank wide incentive program in order to promote online presence and accessibility
- Established and maintained effective customer relations for new and existing customers via email
- Responsible for processing customer transactions; accountable for maintaining and balancing a cash drawer daily

## LEADERSHIP & ACTIVITIES

Association of Human Resource Professionals  
Society for Human Resources Management, Vice President  
International Business Student Association  
Habitat for Humanity, Volunteer Coordinator

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## ADDITIONAL SKILLS

Language Proficiency and other important skills here, details that make you unique  
Experienced with Clippership, Taleo, Saleslogix, and other Oracle based relationship databases