

# Mike Johnson

Bank and Client Services Management

Retail Branch Management ~ Top Producing Sales Leader ~ Client Satisfaction

Nashville, TN

555-555-5555

mjohnson@gmail.com

LinkedIn



## PROFILE

Experienced, resourceful, and effective retail banking leader offering proven proficiency in all aspects of bank management, sales leadership, and client satisfaction. Consistently offers expert financial advice and consulting services that provides clients with the best possible solutions while consistently breaking sales records. Strong background in planning and executing programs/events that meet and exceed corporate and client objectives. In-depth knowledge of principles, methods, and procedures involved in high-end financial strategies. Highly capable of effectively turning around under-performing branches at unprecedented rates. Exceptional communicator and cross-functional leader who works diligently to significantly enhance all aspects of retail bank operations.

## CORE COMPETENCIES

- ▶ Retail Branch Bank Management and Leadership
- ▶ Key Account Management and Retention
- ▶ Strategic and Tactical Planning
- ▶ Market Analysis and Risk Assessment
- ▶ Regulatory Compliance / Audits
- ▶ Financial Planning and Management
- ▶ Revenue Growth
- ▶ Consultative Sales and Service
- ▶ Relationship Management / Client Satisfaction
- ▶ Community Event, Organizer, and Planner
- ▶ Process Improvements
- ▶ Hiring, Team Building, and Employee Development

## PROFESSIONAL EXPERIENCE

### Private Banking Associate | Local Bank

Nashville, TN | 10/2013 – 07/2015

Service high wealth clients, business owners, and entrepreneurs with custom analysis, strategies, and solutions. Provide expert business advice with recommendations that articulate clear value to the client. High-level networking, relationship management, and advising to ensure uninterrupted access to the best possible solutions. Develop strong knowledge of client's operational requirements, conduct needs discovery analyses and recommend ideal solutions that fully meets needs of clients while maximizing revenue, growth, and referral opportunities.

#### Key Contributions and Accomplishments:

- ▶ Top sales in the region for first two consecutive quarters.
- ▶ Exceeded sales targets for quarterly and year-end plans by 150%.
- ▶ Complete daily high value wires, transactions, and payment processing while meeting all operational and procedural requirements.
- ▶ Increased banking desk by 30 clients with household revenue up to \$15M, in first year, significantly exceeding corporate goals.
- ▶ Significantly increased client base by promoting a key client appreciation event using a variety of strategic marketing initiatives resulting in record attendance and outstanding customer feedback.
- ▶ Led a pilot project to test a more efficient way to handle client requests. Developed, launched, and trained the new technology resulting in higher client satisfaction and better collaboration with banking and industry partners.

### Hiring Manager | Local Bank

Memphis, TN | 08/2011 – 07/2013

Recruited and hired service and sales employees internally and externally. Supported employee development and career planning by guiding team members through all possible career options. Provided guidance and counseling to all levels of management and employees regarding employee relations, policies and procedures, compensation, and day-to-day operations. Reviewed and selected potential candidates for panel and one-on-one interviewing.

#### Key Contributions and Accomplishments:

- ▶ Won award for exceptional performance in recruiting and hiring at RBC Awards Night Gala, 2012.
- ▶ Selected out of a group of 30 to be part of a team of two hiring managers for 15 branches.
- ▶ Heavily networked out in the community to find potential employees during a shortage of quality candidates. Significantly increased the quality and quantity of applicants and filled positions quickly with the right candidates.

## Manager of Client Care | Local Bank

Memphis, TN | 07/2009 – 08/2013

Managed and led a team of service professionals to deliver superior client experiences and sales results while providing ongoing coaching and career support. Set weekly goal targets and facilitate skill-building exercises. Responsible for all cash and securities holdings. Held and exercised daily override approval for account opening, payments, and mutual fund redemption. Organized and facilitated client and community events providing strategic advice on a wide variety of personal and professional objectives including business startups, budgeting, planning, and tax savings.

### **Key Contributions and Accomplishments:**

- ▶ Successfully re-staffed, re-trained, and turned around multiple underperforming branches into top performers.
- ▶ Reversed the underperforming Community branch and brought it up to rank five from rank 12 within one year using consistent goal setting, training, and renewed focus on client satisfaction.
- ▶ Chosen to lead the 'Retail by Design' concept team from hundreds of branches all across Canada. Launched the new Retail Banking Concept to staff, clients, and the community. Significantly increased efficiency in operations and cut expenses by 30% without impacting staff jobs or client experiences.
- ▶ Championed the client experience and problem resolution. Led client loyalty and access activities across the branch team.
- ▶ Successfully built a stronger bank presence by networking and collaborating with local business professionals, COI's, real estate agents, mortgage specialists, retirement homes, and community organizers.

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## EARLIER PROFESSIONAL EXPERIENCE

### Cash Cage Supervisor and Central Teller | Local Bank

Nashville, TN | 07/2001 – 06/2007

Front line staff supervision for service levels, client experience, and branch transactions including depository, cash management, and credit solutions. Responsible for all cash and securities holdings. Ordered cash for branch, forecasted requirements for foreign exchange, ATM, and high volume transactions. Audited transactions, paperwork, and client experience metrics.

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## EDUCATION AND PROFESSIONAL DEVELOPMENT

- ▶ **Investment Funds XXXX – Mutual Funds License**  
*XXX Institute | 02/2016*
- ▶ **Bachelor of Arts (B.A.) Double Major, Sociology and Political Science**  
*University of Alabama | 2001-2006*

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## REFERENCES

Available upon request