

# Anthony Lee

## Bank Operations Manager

Bank operations manager with 8 years' experience at national banks. Skilled in risk management, regulatory compliance, and process optimization. Led a digital transformation that cut transaction processing times in half.

### EDUCATION

B.B.A. in Finance

University of Illinois, Urbana-Champaign, IL  
May 2012 – Present

### KEY SKILLS

- Regulatory Compliance
- Risk Management
- Digital Transformation
- Staff Training
- Data Analysis

### PROFESSIONAL EXPERIENCE

Bank Operations Manager | First National Bank, Chicago, IL  
January 2017 – Present

- Managed daily branch operations across 10 locations, ensuring 100% regulatory compliance.
- Directed the rollout of a digital document workflow, reducing paper usage by 60%.
- Trained 50+ staff on new AML/KYC procedures, improving audit scores by 30%.

Operations Analyst | MidCity Bank, Chicago, IL  
June 2012 – December 2016

- Performed root-cause analysis on transaction errors, decreasing error rates by 40%.
- Developed reporting dashboards in Tableau, enabling management to make real-time decisions.