

Cameron Moore

Branch Operations Manager



ABOUT ME

Organized branch operations manager with 6+ years of experience overseeing back-office functions, compliance, and process improvements in high-volume retail banking. Led operations for a \$4M revenue branch reducing transaction errors by 60%, achieved zero findings across 5 consecutive internal compliance audits, and cut processing time by 35% through a document management system implementation at Citywide Bank. Expert at streamlining workflows, preparing branches for regulatory examinations, and training staff to exceed accuracy and compliance standards.

PROFESSIONAL EXPERIENCE

Branch Operations Manager

Citywide Bank | City, ST | April 2018 - Present

- Led daily operations for a branch generating \$4M in annual revenue, redesigning transaction procedures that reduced processing errors by 60% and improved customer throughput by 25%
- Managed compliance audit readiness and participated in 5 consecutive internal audit reviews, achieving zero findings or deficiencies in all examinations across a 5-year period
- Implemented a digital document management system that standardized file storage and retrieval, reducing document processing time by 35% and improving customer service turnaround by 20%
- Supervised and coached a team of 12 branch operations staff on transaction accuracy, compliance procedures, and customer service standards, maintaining a 99.5% operational accuracy rate
- Coordinated system upgrades and core banking platform migrations for the branch, completing all transitions with zero downtime and 100% data integrity across 3 technology projects
- Developed and delivered a branch operations training curriculum covering teller procedures, BSA compliance, and fraud prevention, reducing new hire error rates by 45% within the first 90 days

Assistant Branch Manager

Metro Financial | City, ST | June 2015 - March 2018

- Supervised daily operations including teller, new-account, and loan-processing desks for a 10-person team, ensuring 99.9% transaction accuracy across all assigned functions
- Trained 12 staff members on updated transaction protocols and compliance procedures, decreasing processing errors by 45% within 60 days of training rollout
- Managed the branch's daily cash vault, currency order processes, and ATM cash management, maintaining zero reconciliation discrepancies over a 3-year tenure
- Supported branch manager with regulatory exam preparation including BSA record reviews, teller performance audits, and corrective action tracking across 3 annual examination cycles

CONTACT INFORMATION



(555) 000-0000



email@example.com



City, ST

EDUCATION

**Bachelor of Business
Administration | May 2015**

State University, City, ST

KEY SKILLS

- Branch operations workflow optimization
- Compliance audit management and exam readiness
- Document management system implementation
- Staff training and supervision
- Error-reduction strategy design
- Transaction processing accuracy and controls
- Teller and loan-processing desk oversight
- P&L support and expense management
- BSA and KYC regulatory compliance