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Amar Singh

Banking Center Manager

Accomplished banking center manager with 10+ years of experience overseeing daily operations, leading high-performance teams, and improving customer satisfaction in high-volume retail banking environments. Increased efficiency by 15%, reduced customer complaints by 30%, and developed a 15-member team at ABC Finance Inc. Expert in financial management, risk mitigation, process streamlining, and building customer-centric branch cultures that deliver measurable P&L improvement.

CONTACT INFORMATION

 (555) 000-0000

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 Miami, FL

EDUCATION

- Master of Business Administration (MBA)

Harvard Business School, Boston, MA

- Bachelor of Science in Finance

University of Pennsylvania - The Wharton School, Philadelphia, PA

KEY SKILLS

- Banking center operations and P&L management
- Team leadership, training, and performance management
- Customer service excellence and retention strategies
- Financial management and budget oversight
- Risk management and compliance monitoring
- Process streamlining and efficiency improvement
- Sales coaching and cross-sell program development
- Compliance auditing and regulatory adherence

PROFESSIONAL EXPERIENCE

Banking Center Manager | January 2019 - Present
ABC Finance Inc. | Boston, MA

- Train, supervise, and evaluate a 15-member team across teller, personal banking, and lending functions, maintaining a 96% staff compliance adherence rate across all policy reviews
- Streamlined daily reporting procedures by implementing automated dashboards and standardized workflows, increasing operational efficiency by 15% and reducing reporting time by 8 hours per week
- Resolved complex customer issues through a redesigned escalation and resolution process, decreasing formal complaints by 30% within the first year and maintaining a 4.6/5.0 customer satisfaction score
- Managed branch P&L of \$3.2M, contributing to a 12% year-over-year profitability increase through targeted cross-sell campaigns and expense optimization
- Led quarterly compliance audits and regulatory reviews with zero material findings across 4 consecutive cycles, maintaining full alignment with FDIC and OCC requirements
- Implemented a community outreach program that generated 200+ new account openings per year, growing branch deposits by \$4.5M over 2 years

Assistant Banking Center Manager | June 2015 - December 2018
LMN Bank | Philadelphia, PA

- Helped streamline daily branch operations covering teller, new-account, and loan-processing functions, improving team productivity by 12% through revised workflow procedures
- Co-developed service quality improvement strategies with the center manager, increasing customer satisfaction ratings by 20% and reducing average wait times by 18%
- Trained and motivated a team of 10 bankers and tellers through weekly coaching sessions and individual performance plans, fostering a high-performance work environment with zero involuntary turnover
- Monitored and reported on key sales and service KPIs weekly, identifying performance gaps and coordinating targeted coaching that improved branch referral rates by 25%

PROFESSIONAL DEVELOPMENT

- Certified Financial Services Auditor (CFSA) | Institute of Internal Auditors
- Certified Anti-Money Laundering Specialist (CAMS) | ACAMS
- Certified Trust and Financial Advisor (CTFA) | American Bankers Association

- Community banking and relationship development