




Jordan Miller

Bank Branch Manager

Results-driven bank branch manager with 7+ years of experience leading high-volume branch operations, driving sales performance, and maintaining full regulatory compliance.

Exceeded branch revenue goals by 25% annually with a 20-member team, reduced transaction times by 30% through workflow redesign, and grew new account openings by 40% through community engagement at First State Bank. Expert at developing branch talent, managing P&L, and building high-performing cultures in competitive retail banking markets.

CONTACT INFORMATION

 (555) 000-0000

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 Seattle, WA

KEY SKILLS

- Branch P&L management and profitability
- Team development, coaching, and performance management
- Operational efficiency and workflow optimization
- Compliance audit management and regulatory adherence
- Sales strategy execution and goal-setting
- Community engagement and new business development
- Teller and loan processing operations oversight
- Customer experience improvement programs
- Staff scheduling, hiring, and retention

PROFESSIONAL EXPERIENCE

October 2018 - Present

Bank Branch Manager | First State Bank | City, ST

- Led a 20-member team across teller, personal banking, and commercial lending functions to exceed branch revenue goals by 25% annually for 4 consecutive years, generating \$6.2M in annual revenue
- Streamlined teller and loan-processing workflows by redesigning transaction queuing and approval routing, reducing average transaction times by 30% and transaction errors by 50%
- Implemented targeted community outreach events including financial literacy workshops and small-business networking nights, increasing new-account openings by 40% within 18 months
- Managed branch P&L of \$5.8M, identifying and executing cost reduction initiatives that improved net profitability by 18% while maintaining service quality scores above 4.5/5.0
- Conducted monthly compliance reviews and regulatory audits with zero findings over 4 consecutive years, maintaining full adherence to BSA, KYC, and OCC standards
- Developed and delivered a branch sales training program that boosted staff referral rates by 35% and improved individual cross-sell averages from 1.8 to 3.1 products per customer

July 2015 - September 2018

Assistant Branch Manager | Citizens Community Bank | City, ST

- Supported branch P&L management including expense tracking, sales reporting, and variance analysis, contributing to a 15% year-over-year profitability increase across all 3 years
- Conducted monthly compliance audits covering BSA, teller operations, and loan documentation with zero findings or deficiencies over a 3-year tenure
- Developed and delivered targeted sales training workshops covering product knowledge, needs-based selling, and objection handling, boosting staff referral rates by 35%
- Supervised daily branch operations for 12 staff members and managed escalated customer issues, maintaining a 4.7/5.0 service quality rating throughout the tenure

EDUCATION

Bachelor of Science in Finance | May 2015

University of City, City, ST |