

Dorothy Martinez

Branch Manager

Branch Manager running a \$215M-deposit flagship office in the Treasure Valley market. Seven years leading retail teams, with a track record of growing small-business relationships and keeping compliance findings low.

EDUCATION



B.B.A. Management, Boise State University, 2016

Pacific Coast Banking School, graduated 2023

KEY SKILLS



- Branch P&L and scorecard management
- Small-business deposit growth
- Consumer and small-business lending
- Anti-money-laundering, customer identification, and currency and suspicious activity referral
- Deposit availability, electronic funds transfer, and truth-in-savings rules
- Coaching, performance management, PIPs
- Audit and exam prep
- Salesforce FSC, Fiserv Signature core
- Community reinvestment outreach
- Talent pipeline development

PROFESSIONAL EXPERIENCE



Branch Manager | Clearwater Heritage Bank, Boise, ID, 2021 – Present

- Manage a team of 12 across teller, platform, and small-business banking; branch ranks 2nd of 24 in the region on the balanced scorecard.
- Grew small-business deposit balances by roughly \$28M over two years through a structured outside calling program with the two SBRMs assigned to the branch.
- Closed the year at 112% of consumer loan production goal, with a portfolio mix weighted toward HELOCs and secured installment loans.
- Rebuilt the branch's cash monitoring routine after a prior-year audit finding on currency transaction aggregation; the next two audits closed with no findings in that area.
- Serve on the bank's Retail Operations Council, contributing to the redesign of the new-hire banker training curriculum rolled out in 2024.

Assistant Branch Manager | Clearwater Heritage Bank, Nampa, ID, 2018 – 2021

- Ran daily operations for a \$90M branch, including opening/closing controls, cash ordering, and month-end certifications.
- Coached 4 bankers to their first year over quota; two were later promoted into assistant branch manager roles at other branches.
- Owned the branch's community reinvestment activities, including a partnership with a local Habitat for Humanity affiliate.

Universal Banker | Frontline Pacific Credit Union, Meridian, ID, 2016 – 2018

- Handled both teller and platform work in a universal-banker model office of 6.
- Hit member growth goal every quarter in 2017 and earned the region's Service Excellence award.
- Trained on consumer lending underwriting basics and originated auto loans up to \$45K.