

Presentation of Qualifications

CLIENT NAME

Operations Manager

Address * Phone Number * Email Address * LinkedIn Page

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Dear Hiring Executive,

I would like to contribute to your organization in Operations Management utilizing comprehensive experience in Risk Management, Compliance, Process Improvement and Business Administration. Throughout my career, I have demonstrated the ability to mentor new professionals, build motivated performance teams, identify/resolve problems, and achieve objectives. As you will note in the Attached Resume, I offer a track record of successfully implementing and executing plans that improve core business profitability, maintain budgets, and exceed organizational goals. Selected Career Achievements include:

Hiring and trained staff of 24 Operations Support Managers, resulting in reaching organizational goals.

Effectively managed internal Key Performance indicators of operational thresholds per branch on a monthly basis including Preventable Fraud and Cash Levels.

Increasing organization efficiency by successfully working with a limited budget to introduce creative training and coaching solutions to improve branch performance.

Exceeding organizational goals, receiving a 100% score from direct reports for overall satisfaction during yearly employee engagement surveys. Awarded as Top Achiever for exceeding key performance targets.

Implementing operational structure of a newly acquired bank, and served as liaison between parent and acquired company management teams to seamlessly combine two dynamically different business cultures.

I am experienced in identifying, troubleshooting and resolving diverse operational concerns, providing customized solutions to specific client objectives, and delivering individualized service to build a loyal client base in a highly competitive marketplace. I know that my track record of dramatically improving revenues, reducing costs, negotiating new contracts, and building new businesses and departments, will allow me to make immediate contributions to your company.

At your convenience, I would appreciate the opportunity to meet with you to further discuss your growth objectives and abilities to help you achieve them. Thank you for your time and consideration of my applications. I will be calling you next week to arrange a convenient time for an interview.

Sincerely,

Client Name

Attachment: Resume

CLIENT NAME

Address * Phone Number * Email Address * LinkedIn Page

OPERATIONS MANAGER

OPERATIONAL COMPLIANCE / RISK MANAGEMENT / BUSINESS ADMINISTRATION

Dynamic Senior Operations Manager with comprehensive experience in Risk Management, Compliance, Process Improvement and Business Administration. Ability to mentor, build motivated performance teams, utilize a high degree of judgment, initiative, and problem solving skills. Proven track record in successfully implementing and executing plans that improve core business profitability, responsibly managing budgets, and exceeding organizational goals.

CAREER HIGHLIGHTS & ACHIEVEMENTS

- **Comprehensive** experience capitalizing on sound fiscal opportunities, community outreach, and extensive financial management skills.
 - **Managed** and trained staff of 24 Operations Support Managers, resulting in reaching organizational goals.
 - **Effectively** managed internal Key Performance indicators of operational thresholds per branch on a monthly basis including Preventable Fraud and Cash Levels.
 - **Increased** organization efficiency by successfully working with a limited budget to introduce creative training and coaching solutions to improve branch performance.
 - **Successfully** supported various internal projects involving logistic planning and on-site installation of new teller platform systems, in addition to implementing new controls and processes.
 - **Accomplished** and exceeded organizational goals by receiving a 100% score from direct reports for overall satisfaction during yearly employee engagement surveys over the past several years.
 - **Awarded** Top Achiever for meeting/exceeding key performance targets.
 - **Implemented** operational structure of a newly acquired bank, and served as liaison between parent and acquired company management teams to seamlessly combine two dynamically different business cultures.
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PROFESSIONAL EXPERIENCE

- 2007 – Present **Senior Operations Manager Atlanta Region/Consumer Operations Support Manager,**
SunTrust Bank, Atlanta, GA
- Manages the oversight and coordination of consumer operational controls, compliance, risk management activities in addition to the management of division operational support teams.
 - Serves as operations liaison and escalation representative for Consumer Division managers.
 - Responsible for incident response plan development, testing, response activation while coordinating with the Division Leadership team on various emergency situations.
 - Spearheaded the establishment of command centers resulting in the ability to remediate employee concerns and site issues.
- 2005 – 2007 **El Banco Senior Bank Operations Manager/Relationship Manager,** *SunTrust Bank, Atlanta, GA*
- Primary liaison between SunTrust Senior Management and the El Banco Executive Team.
 - Implemented SunTrust standard operating models, policies and procedures resulting in increased organization efficiency.
 - Provided financial insight and perspective to ensure corporate and compliance standards.
- 2003 – 2005 **Regional Operations Manager (South Manager)/Florida Group,** *SunTrust Bank, South Florida*
- Managed operational teams for 60+ retail branch and private banking sites, and guided and directed 12 operations managers.
 - Acting member of the Business Resumption and Incident Response management team with responsibilities including plan development, response activation and testing.
 - Extensive experience with emergency hurricane response as the key IR member during hurricane weather conditions.

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PROFESSIONAL EXPERIENCE (Continued)

2002 - 2003

Operations Officer (South Florida Region), SunTrust Bank, South Florida

- Ensured operational efficiency in addition to supporting corporate standard efforts and minimizing risk for a total of 9 South Florida branches and 1 Private Banking Center.
- Enhanced due diligence through daily monitoring of various client transaction reports.

1996 - 2001

Telecommunications Manager/Special Projects (Florida Group), SunTrust Bank, South Florida

- Managed a staff of 5 members including 3 Network Attendants and 2 Network Coordinators.
- Responsible for maintaining the annual Telecommunications budget totaling \$2.3 million, resulting in increased organizational efficiency.
- Coordinated key projects including the Y2K event, Branch Deployment and Teller conversion, acting member of the Business Resumption and Incident response management team.

1995 - 1996

Commercial Loan Accounting Department Manager, SunTrust Bank, Miami, FL

- Managed the daily operations, established and maintained an efficient and productive working environment and oversaw the daily activities of the Commercial Loan Accounting department.
- Managed a team of commercial loan accounting clerks resulting in conducting research and successful payment processing for the commercial loan group.
- Achieved established departmental goals within defined timelines in addition to interaction with staff to improve accuracies and efficiencies.

1984 - 1995

Telecommunications Manager, SunTrust Bank, Miami, FL

- Successfully managed the Telecommunications budget of \$1.5 million dollars resulting in increased organizational profits.
 - Implemented and managed digital and analog telecommunications equipment and services.
 - Evaluated and made recommendations for new products and systems to improve network, reliability and productivity.
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REFERENCES Available upon request