

# Resume For Banking Operations

**Jane Smith**

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**Banking Operations Manager**

## Professional Summary

Seasoned banking professional with over 12 years of experience driving operational success by managing and motivating teams, ensuring financial profitability, and optimizing efficiency. Proficient in compliance and risk management with a solid background in financial analysis. Known for enhancing productivity through strategic planning and continuous improvement initiatives.

## Skills

- Regulatory Compliance & Governance
- Financial Analysis & Reporting
- Risk Management & Mitigation
- Customer Service Excellence
- Team Leadership & Development
- Operational Efficiency
- Process Improvement
- Project Management
- Budgeting & Forecasting
- Performance Tracking
- Strategic Planning
- Vendor Management
- Data Analysis & Interpretation
- Technology Integration

- Fraud Detection & Prevention
- Communication & Collaboration
- Training & Development
- Relationship Building

## **Work History**

### **Banking Operations Manager**

Bank of America, Chicago, IL

March 2016 – Present

- Oversaw daily operations of the branch, ensuring compliance with regulatory standards and internal policies.
- Led a team of 20 employees, providing training and development to enhance performance and achieve business objectives.
- Implemented process improvements that increased efficiency by 25% and reduced operational costs by 18%.
- Managed customer relationships, resolving issues promptly and maintaining a high level of satisfaction.
- Coordinated with different departments to streamline operations and improve service delivery.

### **Senior Operations Analyst**

Citibank, Chicago, IL

July 2010 – February 2016

- Conducted detailed financial analysis and generated reports for senior management.
- Monitored and assessed operational risks, implementing strategies to mitigate potential issues.

- Developed and maintained operational policies and procedures to ensure consistency and compliance.
- Collaborated with IT to integrate new banking software, enhancing data accuracy and processing speed.
- Provided support during audits and regulatory examinations, ensuring all documentation was complete and accurate.

## **Education**

### **Bachelor of Science in Finance**

University of Illinois at Chicago, Chicago, IL

Graduated: 2010

## **Certifications**

- Certified Financial Planner (CFP) – 2016
- Chartered Financial Analyst (CFA) – 2018
- Anti-Money Laundering (AML) Certification – 2017

## **Professional Affiliations**

- Member, American Bankers Association
- Member, Financial Planning Association
- Member, Chartered Financial Analyst Institute

## **References**

Available upon request.