



Michael ANDERSON

BRANCH MANAGER

Strategic and results-driven Branch Banking Officer with over 12 years of experience in financial services, focusing on retail banking and operational management. Expertise in developing and executing branch strategies that align with corporate objectives and customer needs. Proven ability to lead teams in achieving sales targets while ensuring compliance with regulatory standards.

CONTACT

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SKILLS

- financial services
- operational management
- risk management
- compliance
- team leadership
- strategic planning

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF BUSINESS
ADMINISTRATION, UNIVERSITY OF
TEXAS**

ACHIEVEMENTS

- Achieved a 30% increase in branch sales within one year.
- Recognized for leading a team that attained a 95% customer satisfaction rating.
- Implemented a new training program that reduced onboarding time by 25%.

WORK EXPERIENCE

BRANCH MANAGER

Citizens Bank

2020 - 2025

- Led branch operations, driving sales and customer service excellence.
- Trained and developed staff to enhance skills and performance.
- Conducted financial analysis to inform branch strategy and decision-making.
- Implemented risk management protocols to mitigate potential losses.
- Oversaw compliance audits and addressed identified issues promptly.
- Collaborated with marketing teams to enhance customer acquisition efforts.

ASSISTANT BRANCH MANAGER

Bank of the West

2015 - 2020

- Supported branch management in daily operations and customer service.
- Facilitated training programs to improve team performance.
- Managed customer escalations to ensure satisfaction and retention.
- Analyzed branch performance metrics to identify areas for growth.
- Assisted in developing marketing strategies to increase market share.
- Ensured adherence to regulatory requirements and internal policies.