



MICHAEL ANDERSON

Branch Operations Manager

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SUMMARY

Dynamic and results-oriented Branch Operations Executive with over a decade of experience in optimizing branch performance and delivering exceptional customer service. Proven track record in implementing effective operational strategies that enhance productivity and drive profitability. Adept at managing cross-functional teams and fostering a culture of continuous improvement. Expertise in leveraging data analytics to inform decision-making and streamline processes.

WORK EXPERIENCE

Branch Operations Manager National Bank Corp

Jan 2023 - Present

- Oversaw daily operations of a high-volume branch, ensuring adherence to corporate policies.
- Implemented a customer feedback system to enhance service delivery and satisfaction.
- Reduced operational costs by 15% through process optimization and resource management.
- Trained and developed staff resulting in a 20% increase in employee engagement scores.
- Managed compliance audits with a 100% pass rate over three consecutive years.
- Collaborated with marketing teams to execute promotional campaigns, increasing branch foot traffic by 30%.

Operations Analyst City Credit Union

Jan 2020 - Dec 2022

- Analyzed branch performance metrics to identify areas for improvement and efficiency.
 - Developed and maintained operational dashboards for executive reporting.
 - Facilitated training sessions on new software tools for branch staff.
 - Assisted in the rollout of a new digital banking platform, enhancing customer experience.
 - Coordinated with IT to resolve operational issues, minimizing downtime.
 - Participated in strategic planning sessions to align operational initiatives with business goals.
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EDUCATION

Master of Business Administration, Finance - University of Chicago, 2012

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Branch management, Operational strategy, Customer service, Team leadership, Data analytics, Compliance
- **Awards/Activities:** Awarded 'Branch of the Year' for outstanding operational excellence in 2021.
- **Awards/Activities:** Recognized for achieving the highest customer satisfaction ratings in the region.
- **Awards/Activities:** Successfully executed a project that increased loan processing efficiency by 25%.
- **Languages:** English, Spanish, French