



MICHAEL ANDERSON

Senior Operations Manager

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SUMMARY

Accomplished Operations Banker with over a decade of experience managing complex financial operations and optimizing banking processes. Demonstrated expertise in streamlining workflows, enhancing operational efficiency, and implementing innovative banking solutions. Proven track record of fostering relationships with clients and stakeholders to deliver exceptional service and drive business growth. Adept at utilizing advanced financial software and analytics tools to inform strategic decision-making.

WORK EXPERIENCE

Senior Operations Manager Global Finance Corp

Jan 2023 - Present

- Directed daily banking operations to ensure efficiency and compliance with regulations.
- Implemented process improvements that reduced operational costs by 15% over three years.
- Managed a team of 20 operations staff, fostering a culture of excellence and accountability.
- Utilized banking software to analyze performance metrics and inform decision-making.
- Conducted training sessions for new employees on operational procedures and compliance.
- Collaborated with IT to enhance digital banking offerings, improving customer satisfaction ratings.

Operations Analyst Metro Bank

Jan 2020 - Dec 2022

- Analyzed operational workflows to identify areas for efficiency gains and cost reductions.
 - Supported the rollout of new banking products, ensuring operational readiness and compliance.
 - Developed training materials for staff on updated operational processes.
 - Monitored transaction processing systems to ensure accuracy and timeliness.
 - Assisted in the preparation of regulatory reports and audits.
 - Engaged with clients to gather feedback and enhance service delivery.
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EDUCATION

Master of Business Administration, Finance - University of Chicago

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Financial Analysis, Process Improvement, Team Leadership, Regulatory Compliance, Customer Relationship Management, Data Analytics
- **Awards/Activities:** Recognized as 'Employee of the Year' for outstanding contributions to operational efficiency.
- **Awards/Activities:** Successfully led a project that improved customer onboarding time by 30%.
- **Awards/Activities:** Consistently achieved high customer satisfaction scores above 90% in service surveys.
- **Languages:** English, Spanish, French