

JOHN PHILLIPS

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BRANCH MANAGER

Accomplished professional with the ability to handle branch management and retail banking responsibilities within multimillion-dollar financial institutions. Decisive leader with proven success in maximizing sales, increasing customer retention, and identifying growth opportunities. Skilled in performing within dynamically changing environments requiring focused decision-making. Adept in streamlining branch activities, implementing cost control measures, and enhancing efficiency.

CORE COMPETENCIES

- Retail Banking
- Financial Services
- Operations Management
- Customer Retention
- Branch Management
- Innovative Leadership
- Strategic Planning
- Financial Management
- Staff Supervision
- P&L Management
- Cost Containment
- Sales & Marketing

PROFESSIONAL BACKGROUND

FIRST BANK, Cincinnati, OH (2009 – 2012)

Assistant Branch Manager

- Played a key role in the launch of a new branch.
- Drove revenue growth and expanded the customer base using sound business acumen.
- Supervised and trained the team in performing at optimal levels.
- Served as the Ambassador to the Community Bank offices during the Federal Reserve transition.
- Supported the assistant manager and staff at a satellite office.

PEOPLES BANK, Cincinnati, OH (2002 – 2008)

Financial Center Manager

- Spearheaded efforts to grow deposits from \$20 million to \$50 million as well as loans from \$5 million to \$26 million.
- Achieved net earnings growth from \$250,000 to \$2 million at the Bank Mart.
- Ranked #20 out of 2,000 employees nationwide in 2007.
- Recognized as the Lead Bank Mart Manager with 9 locations.
- Recipient of President's Circle status 2005, 2006, and 2007.
- Acknowledged with the Manager of the Year Award in 2007.

US BANK, Cincinnati, OH (1997 – 2002)

Branch Manager

- Contributed to the launch of a new location and established the branch as a top-performing location.
- Grew the balance sheet to \$7.5 million in deposits and \$26 million in loans.
- Achieved status as the first office to surpass profitability at 7%.
- Recipient of the Pinnacle Award for being in the top 10%.

EDUCATIONAL BACKGROUND

Principles of Banking, Credit, & Investments – American Institute of Banking

Bachelor of Science, Banking – Bentley College; *Cum Laude*