

Kenneth J. Alburg

(262) 703-0146

N57W15171 Vista Lane Menomonee Falls, WI 53051

Oct 03-Present

US BANK
Branch Manager

Milwaukee, WI

- Manage and direct the branch office to ensure the achievement of budget goals.
- Establish budget goals based on year over year revenue growth.
- Retain and expand market share through effective market programs, business development and community involvement.
- Manage and grow a \$ 24 million deposit portfolio and a \$8 million loan portfolio.
- Communicate and actively manage the employee sales incentive plan.
- Utilize regular coaching sessions to establish standards of performance that support the vision and goals of the organization.
- Conduct performance appraisals, as well as employee discipline and counseling as required.
- Develop and implement action plans to ensure ongoing adherence to Federal banking regulations.
- Analyze monthly and quarterly Profit & Loss statements.
- As District Lead, plan and execute sales contests, conference calls, and coaching in DM's absence
- Established a developmental coaching group of 5 managers that meet bi-monthly to review achievements and share knowledge
- Co-facilitate monthly banker training meetings that seek to create competent and successful banking sales professionals that are well versed in products, policies and procedures

May 03-Oct 03

BATTERIES PLUS INC.
Store Manager

West Allis, WI

Oct 98-Mar 03

Nov 01-Mar 03

GODIVA CHOCOLATIER INC.
District Manager

Milwaukee, WI

- Managed and directed the operations of seven retail locations in Wisconsin and Minnesota.
- Maximized sales, manpower planning, promotional, and inventory performance to ensure a positive bottom line financial contribution.
- Developed and led a high-quality retail management team consisting of talented individuals with the drive to succeed and the desire to grow with the organization.
- Motivated team members to achieve fiscal goals through weekly/monthly district sales contests, motivational communications, weekly coaching sessions and immediate rewards and recognition for sales or operational successes.
- Conducted quarterly store evaluations to ensure compliance and accountability.
- Planned and administered bi-annual district sales meetings.
- Handled recruitment, interviewing, hiring, performance appraisals, and corrective action for store managers

- Developed the regional strategy for fiscal '03 focusing on returning to compliance and accountability.
- Ensured execution of visual merchandising plans and compliance to all point of sale initiatives.

Oct 98-Nov 01

Store Manager

- Developed extensive network of business contacts via committee membership, board membership and participation in several high-profile cross-promotional partnerships.

Page 2

- Opened, staffed and developed sales and marketing strategies for two Wisconsin locations.
- Increased sales for three consecutive years an average of 4.5% each year.
- Handled recruitment, interviewing, hiring, performance appraisals, and corrective action for sales staff.
- Ordered and maintained inventory through buyer communication and trend analysis.

Nov 96-Oct 98

PICTURE US GALLERIES

Milwaukee, WI

Store Manager

- Provided personal service for custom framing clients, oversaw completion and distribution of custom orders, handled recruitment, interviewing, hiring, performance appraisals, and corrective action for sales staff.

Oct 90-May 94

CAMELOT MUSIC

Milwaukee, WI

Assistant Store Manager

T R A I N I N G

Oct 03-Present

US Bank Sales and Performance Coaching
US Bank Small Business Credit and Sales training
Franklin Covey time management FOCUS training
US Bank meeting facilitator training

May 02

Talent Plus Interview Analyst Certification

Mar 02

Godiva Chocolatier-Multi-store Supervision Course

Aug 01

Godiva Chocolatier-Advanced Retail Techniques (ART) – Methods for assessing non-compliance issues of individual locations, enforcing accountabilities, and establishing action plans to ensure success

Apr 99

Godiva Chocolatier-Professional Selling Systems (PSS) – Sales training program designed to maximize employee productivity and company profitability

Apr 99

Godiva Chocolatier-Management Training Program (MTP) – Coaching techniques, selling behaviors, staff management, meeting planning, goal setting, inventory control, trend analysis

A W A R D S / A C H I E V M E N T S

Dec 08	<i>US Bank- Quarterly Pinnacle Award</i>
Sep 08	<i>US Bank- Quarterly Pinnacle Award</i>
Mar 08	<i>US Bank- Quarterly Pinnacle Award</i>
Mar 07	<i>US Bank- Quarterly Pinnacle Award</i>
Jun 06	<i>US Bank- Quarterly Pinnacle Award</i>
Jan 06	<i>US Bank- District Investment Coordinator for Financial Specialists for 18 district branch locations</i>
Feb 05	<i>US Bank- Directed successful sales training for "Project Gold" small business application launch for 18 district branch locations</i>
Sep 04	<i>US Bank- Facilitated sales training for "Money Gram" product launch for 18 district branch locations</i>
Mar 04	<i>US Bank- Facilitated "Service Advantage" customer service initiative training for 18 district branch locations.</i>
Dec 03	<i>US Bank-Developed and implemented the fiscal '04 small business sales development plan for 18 district branch locations</i>
Nov 02	<i>District achieved highest percent of new product sales to total sales for product launch period company wide. (18% District vs. 7.6% Nationally)</i>
Jul 02	<i>Winner - "How I create passion at Godiva" National Essay Contest</i>
Jul 01	<i>Manager of the Year, Godiva Chocolatier</i>
Jun 01	<i>Model Store Certification, Godiva Chocolatier</i>
Mar 01	<i>"You Make a Difference" Award, presented by President & VP of Godiva Chocolatier</i>
Oct 99	<i>Appreciation/Dedication Award, Grand Avenue Merchants Association</i>
Oct 99	<i>Region 3 "Store of the Month", Godiva Chocolatier</i>

A F F I L I A T I O N S

US Bank Development Network board member