

Stephen Chitwood  
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### Education

January 2012-  
Current University of Wisconsin-Milwaukee  
MBA Program

September 1997-  
December 2002 University of Wisconsin-Eau Claire  
Bachelor's Degree in English Literature

### Experience

January 2011-  
Present PNC Bank  
*Branch Manager-Assistant Vice President*

- Open brand new location in Shorewood, WI
- Partner with PNC marketing team and Sawtooth Group to plan Grand Opening and local community outreach
- Acquire new consumer and business relationships in order to meet branch revenue goals
- Manage day to day operations of the branch
- Use i Sell to create and manage business prospecting efforts

November 2008-  
January 2011 JPMorgan Chase Bank  
*Branch Manager-Vice President*

- Increased branch revenue by coaching Personal Bankers how to acquire new clients and deepen existing relationships
- Oversaw banking operations to ensure branch passes bi-annual audits
- Used branch sales numbers to diagnose problems and build an action plan around improving those areas of need

August 2006-  
November 2008 JPMorgan Chase Bank  
*Personal Banker-Small Business Specialist*

- Profiled prospective and current business clients in order to recommend appropriate financial products and services
- Worked directly with retail branch partners to enhance relationships with existing clients
- Built and maintained relationships with clients and coworkers

September 2003-  
August 2006 Enterprise Rent-a-Car  
*Assistant Branch Manager*

- Responsible for the day to day operations of the rental branch
- Made sales calls to prospects and current clients
- Showed, observed, and shaped subordinates on all facets of the business with the goal of getting them promoted
- Monitored sales performance of employees