

DEBRA R. JESKE

RESUME OF QUALIFICATIONS

3810 South Marcy Street
Milwaukee, Wisconsin 53220

EMPLOYMENT:

1991 to Present

BMO HARRIS BANK

Bay View, Wisconsin

BRANCH MANAGER

Accountable for the day-to-day branch operations, ensuring the highest level of customer service by building a diverse branch team capable of delivering the sales and service, operational and risk management performance required for the branch.

Coach and motivate team members to reach sales goals; create and maintain a proactive sales and service environment to maximize employee sales productivity and customer service effectiveness. Ensure customer needs are met through our products and services to build loyalty. Communicate goals, plans and assignments. Assess team and individual performance, and grow capabilities through effective training and guidance.

Monitor, control reports, and conduct compliance and operational audits in accordance with bank policies and procedures, and regulatory, legal and ethical requirements in order to manage operational risk and minimize losses. Identify and report suspect transactions, escalating issues to upper management as necessary. Knowledge of BSA and AML applications. Taught two new service managers how to conduct the audit procedures. For three months out of each year for ten years; responsible for the audits.

Develop and enhance the branch's profile in the community, and build relationships with members of local community-based organizations to create opportunities to promote the products and services of all banking groups.

Hired by Lincoln State Bank, which through mergers and acquisitions, became MMBC - Merchants and Manufacturers Bank Group, Community Bank Group, Harris Bank, and then BMO Harris Bank. As the Branch Manager, through all the changes, motivated the team to move-on and embrace the new policies and procedures.

Began career in banking as a part-time Teller, advancing to full-time Teller, and then Teller/Personal Banker traveling to satellite branches in retirement homes, then to the Administrative Assistant to the President of Lincoln State Bank, and then to Branch Manager. In addition, held the titles of Cashier, Security Officer, and Compliance Officer with responsibility for filing SARS.

EDUCATION:

Continuing Education in Compliance, Management, Sales, and Computer Systems

Hamilton High School - Milwaukee, Wisconsin - Graduated

ACTIVITIES:

Volunteer managing the bank during the annual Polish Fest on the Summerfest grounds. Account for start-up banks for three shifts each day of the festival. Track sales by booth and shift, and detail on spread sheets.

REFERENCES:

Furnished on Request.