

ANGELA J. HENLEY

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Experienced Branch Manager seeking to expand skills, by continuing to motivate and lead others in the right direction, through problem solving and team building.

EXPERIENCE

APRIL 2019-PRESENT

BRANCH MANAGER, NMLS, AVP

- Similar Duties as a Sales & Service Manager in addition to:
- Being an active board member for multiple organizations outside of US Bank
- Board Member of US Bank's Women's Resource Group
- Going on prospect visits (with partners) in the community to build and deepen business relationships.

FEBRUARY 2017 – APRIL 2019

SALES & SERVICE MANAGER NMLS, US BANK

- Building & retaining Consumer & Business customer relationships
- Resolving customer service requests, complaints
- Encouraged the sales staff to cross-sell products and services to Consumer and Business customers.
- Coaching and managing employees
- Onboarding/terminating employees
- Interview candidates for open positions
- Leading team huddles and branch meetings
- Retrieving and filing branch operational reports
- Assisting employees as needed with customers (teller and banker support)
- Ordering branch supplies
- Processing payroll
- Submitting work orders for branch equipment, service requests
- Ensuring employees are RQA ready and has completed necessary compliance training throughout the year
- Notary Public
- Perfect customer service surveys
- NMLS certified

DECEMBER 2015 – JANUARY 2017

PERSONAL BANKER 2 NMLS, US BANK

- Building customer relationships
- Establishing new deposit accounts
- Originating and closing loan products
- Resolving customer service requests, complaints
- Notary Public
- Meeting or exceeding expected banker points
- Perfect customer service surveys
- NMLS certified
- Banker Mentor

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MAY 2013 – DECEMBER 2014

TELLER 2, US BANK

- Process transactions (deposits, withdrawals, payments, purchases, etc) for customers in a courteous and timely manner
- Great customer Service
- Reach Teller hits
- Building relationships
- Referring customers to bankers for better banking solutions
- Responsible for managing vault by ordering and shipping cash out of the branch, other employees and business customers

JUNE 2010 – MAY 2013

TELLER, US BANK

- Process transactions (deposits, withdrawals, payments, purchases, etc) for customers in a courteous and timely manner
- Great customer Service
- Reach Teller hits
- Building relationships
- Referring customers to bankers for better banking solutions

EDUCATION

SEPTEMBER 2008-MAY 2010

ASSOCIATES MEDICAL ASSISTANT, BRYANT & STRATTON

- Dean’s List for several semesters
- Maintained a 3.0 grade point average
- Collaborated in a commercial to be a spokesperson for program of study

SKILLS

- Multi-tasker
- Organization
- Attention to detail
- Thoroughness
- Flexibility
- Problem-solver

ACTIVITIES

Owner/CEO of Jaynas Home Goods, Milwaukee, WI.

- Home Décor store established in May 2017
- Organize and host social events geared around home themed projects
- Community building; passing out flyers, coupons, free small token items

Soccer Coach-Volunteer Mother Of Good Counsel School, Milwaukee, WI 53210

- K5-1st graders 2016
- 1st-2nd graders 2017
- 3rd-4th graders 2018