

Leticia Cruz

BRANCH MANAGER

EDUCATION

Bryant and Stratton College
Wauwatosa, WI
Associates of applied science
in Criminal Justice

OBJECTIVE

As a branch manager, my primary objective is to support the functioning of business operations by managing staff, coordinating operations, and ensuring exceptional customer service.

FUNCTIONAL SKILLS

Customer Service
Project management
Fraud prevention
Communication
Problem-solving

EXPERIENCE

April 2012 - present
Branch manager • Associated bank

February 2009 - April 2012
Teller supervisor • Wells Fargo bank

June 2004 - January 2009
Business banking teller • Chase bank

COMMUNICATION

Implemented coaching around company expectations that improved efficiency and customer satisfaction.

LEADERSHIP

Successfully led a team to exceed sales goals while maintaining excellent customer satisfaction scores.