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Chastity Berry-Rowe

Work experience

US Bank

Branch Manager (November 2016- Present)

Sales and Service Manager II (October 2014 – November 2014)

Accomplishments

- Received Quarterly Retail Banking Pinnacle Award in 2015.
- Achieved an Acceptable rating on Retail Quality Assurance Annual Review for the branch in 2014 and 2015.
- Assisting the branch in achieving positive net checking accounts on consumer and business.
- Achieved over 100% growth in retail consumer investments for 2016.
- Achieving positive year to date loan growth in 2014 & 2015

Duties

- Managing the branch and supervision of branch staff. This includes interviewing, selecting, training, setting and adjusting pay rates and work hours, directing daily work, monitoring or implementing compliance measures, administering discipline, evaluating performance and making hiring and termination decisions.
- Ensuring branch meets customer service goals and achieves business results by developing, motivating, and rewarding employees; communicate performance goals and results; recognize performance; provide coaching and training
- Coordinate operational activities within the branch to ensure satisfactory passing of Retail Quality Assurance (RQA) assessments and operational audits
- Ensures branch complies with legal and regulatory requirements.
- Handle customer questions, concerns, and complaints as escalated by branch staff or otherwise as needed. Ensure branch location complies with legal and regulatory requirements established. **NMLS Registered

US Bank

November 2008 - October 2014

Operations Specialist I

Accomplishments

- Received 3 Top Performer Awards in 2012, 2013 & 2014
- Operationally assisted 5 branches to achieve an Acceptable rating on Retail Quality Assurance Annual Review

- Thorough knowledge of applicable banking laws and regulations

Duties

- Operational trainer and mentor
- Create and research existing aids/tools to assist branch management in implementing sound operational policies and procedures
- Assists Branch Management in review of loss reports and general ledger loss account entries and overdraft charge-offs, as well as research and resolution of large cash differences and miscellaneous losses. Determines training issues and other opportunities to reduce and eliminate losses, both internal and external.
- Serves as primary resource to branches regarding security; both physical security and transactional.
- Communicates regularly with branch management reporting any critical operational issues and making recommendations including performance management. Involved in risk/loss situations coaching and training. Reports regularly to District Operations Manager on branch progress and outstanding issues.
- Performs review of monthly Branch Review Worksheets and Certification. May be required to complete reconciliations and certifications of branch controlled general ledger and DDA accounts or review reconciliations and certifications completed by others.
- Ensures contents and accuracy of Branch Review Binders and assists branch employees in establishing effective systems.
- May assist branches in handling or escalating complex or unresolved issues including customer service concerns, facilities, equipment, etc.
- In some markets, may perform back up Branch Manager Duties in extenuating circumstances. May also be requested to approve transactions within assigned limits in the absence of branch management.

US Bank

August 2007 – November 2008

Teller Coordinator II

Accomplishments

- Won 3 Awards for top referral branch

Duties

- Supervise and mentor teller staff
- Opening/Closing of the branch
- Balance the main vault for the branch
- Process customer transactions
- Balance and audit all cashboxes and negotiable items
- Preparing schedules for all branch staff
- Display superior customer service

US Bank

March 2002 -- August 2007

Personal Banker

Accomplishments

- Continuous clientele with a consistent pipeline of \$150,000- \$250,000

Duties

- Open/Closed Checking, Savings, CD, IRA Products
- Assist in Customer Transactions/Disputes
- Recommend Solutions to Customer Account Problems
- Complete Safe Deposit Box Audits
- Coach, Mentor, Train Co Workers on Products Offered
- Offer Payment Protection to Loan Customers

Education **1993 - 1998 Brown Deer High School Brown Deer, WI**
High School Diploma

Computer Skills Microsoft Excel Lotus Notes Ten Key Data Entry
 Microsoft Word PowerPoint

Skills Demonstrate a proven commitment to provide excellent customer service and model skills consistent with employer. Thorough knowledge of bank operations policies and procedures. Thorough knowledge of applicable operating and computer systems. Retail product knowledge. Well developed customer relations skills. Excellent interpersonal and verbal and written communication skills. Good organizational and project management skills. Ability to manage multiple tasks.