

DARREN P. TOLLIVER

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Waukesha, WI 53189

Sales Director

Results-focused relationship-builder with 12 years of sales management experience that features a record of consistently exceeding annual revenue and customer service goals. Adept at greatly growing sales by individualizing motivational and empowerment strategies to collectively optimize team productivity. Keen business acumen and strategic sales planning expertise. Computer proficiency includes CRM systems. *Willing to relocate; open to travel.*

Leadership Expertise in:

Sales Team Building & Management | New Business Development | Sales Productivity & Efficiency Improvement
Product & Service Launches | Turnarounds & Start-ups | Change Management | Continuous Process Improvement
Sales Staff Recruiting, Hiring & Training | Maximizing Customer Satisfaction | Project Management | Community Relations

Professional Experience

Associated Bank - Milwaukee, WI

July 2018-Present

Largest Wisconsin-Based Bank

MARKET MANAGER / VP

Currently ranked the top market in my district in client experience scores in January 2019.

Direct consumer household growth, business development, client experience and operations across 5 locations in the Greater Milwaukee Area. Closely manage, train, and develop over 20 sales and customer service professionals.

BMO HARRIS - Milwaukee, WI

September 2014 - March 2016

A subsidiary of BMO Financial Group, one of North America's oldest and largest financial institutions; \$500B+ in assets.

RETAIL MARKET MANAGER / VP

Ranked in Top 17% (7th of 42 markets) in revenue and #1 in customer satisfaction scores for 2015.

Led all consumer sales and operational functions across 10 locations in the Greater Milwaukee Area, providing direction for 10 branch managers (accountable for 70 employees total). Spearheaded 2 key regional (SE WI) groups: Customer Experience Council and Employee Engagement Committee. Built and sustained strong community relationships.

- * **Substantially grew both loan and sales volume.**
- * **Strengthened new employee productivity** through devising staff development process improvements on New Hire Bank Training Committee; facilitated select trainings.
- * **Attained 100% increase in employee engagement score** in 2015 through strategic, sustained coaching and mentoring.

FIFTH THIRD BANK - Charlotte, NC / Cincinnati, OH / Dent, OH

2003 - 2014

Provider of financial products and services across 10 states; \$140B+ in assets.

RETAIL REGIONAL MANAGER / VP (2012 - 2014)

Attained Top 15% ranking in overall P & L performance (of 99 regions) 10 of 12 months in 2013.

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RETAIL REGIONAL MANAGER / VP (Continued)

Provided strategic sales and operational direction for 11 retail locations in South Charlotte, NC.

- * **Earned highest employee engagement score** across all North Carolina locations and **top customer satisfaction rating ("A")** in 2013.
- * **Attained lowest staff turnover ratio** of all locations in North Carolina in 2013.
- * **Promoted to Regional Manager** from Financial Center Manager position based on outstanding sales achievements and exemplary leadership skills.

FINANCIAL CENTER MANAGER / ASSISTANT VP (2005 - 2012)

Recognized with President Circle Award (company's most prestigious sales honor) twice for exceptionally strong revenue and service results (2010, 2011).

Consecutively oversaw general operations at 3 locations (Dent, OH; Cincinnati, OH; and Charlotte, NC).

- * **Turned around substantially under-performing Charlotte location**, transforming a bottom-ranking sales and service operation into a high-achieving President Circle Award winner.
- * **As training leader for customer service representatives** at Cincinnati location, significantly improved referral and staff engagement results to **rank #2 (of 56 regions) in 2016**; previously ranked in bottom 30%.
- * **Motivated investment growth of financial centers** throughout the state as the North Carolina Investment Champion. Led "best practices" sales conference calls across 56 offices; recruited expert speakers for training purposes.
- * **As Community Reinvestment Act Champion for North Carolina, implemented strategic initiatives to strengthen community relationships** under the direction of the Senior Vice President of Community Affairs.

OFFICE MANAGER (2003 - 2005)

Completed management training program for new college graduates and then rotated through various branches in Office Manager position (with heavy sales focus), which later evolved into a Personal Banker role.

Education

EXECUTIVE MASTER OF BUSINESS ADMINISTRATION: UNIVERSITY OF WISCONSIN - MILWAUKEE

Graduated: January 2018

BACHELOR OF ARTS (2003): UNIVERSITY OF CINCINNATI

Student Body President, 2002 - 2003

Member of Sigma Sigma Honorary Fraternity

Professional Affiliations & Community Leadership

FIFTH THIRD BANK AFRICAN AMERICAN NETWORK

Co-founder / Chair / Member, 2006 - 2014

YOUNG BANKERS CLUB TEAM LEADER

Led team of Fifth Third Bank employees in teaching financial literacy to disadvantaged elementary students, 2003 - 2014