

Karl D. Tatum 4312 N. 76th Street * Milwaukee, WI * (414) 616-7740

Experience _____

Vice President

Community Financial Service Centers Inc., Milwaukee, WI/ _____

Branch Manager

TCF BANK – Milwaukee, WI/ June 1998- Present
Planning, directing and controlling the operations of the branch.
Direct sales efforts towards reaching branch goals and objectives.
Branch has met or exceeded gross checking goals since June 1998.

Branch Manager

MILWAUKEE CHECKCASHERS – Milwaukee, WI/May 1996- June 1998
Manage day-to-day operations of branch office offering check cashing and tax preparation services, among others.
Supervised 10 customer service representatives. Direct and coach reps in risk management strategies.
Communicate and enforce company policies and procedures.
Collect on return items. Conduct audits.

Sales Representatives

BLUE CROSS & BLUE SHIELD UNITED OF WISCONSIN – Pewaukee, WI/1995 – 1996
Sold health, life and Medicare supplement insurance policies to individuals throughout Wisconsin. Conducted extensive prospecting by telephone, primarily in follow up to direct mail and television advertising leads.
Qualify needs and budgetary considerations. Determine optimal product offerings and present competitive advantages.
Quote prices. Explain underwriting process and assist with application completion. Respond to frequent inquiries.
Contact service personnel to investigate problems. Follow through to ensure proper resolution.
Had track record of recognition and consistent production growth, including Producer of the Month Award and 437% increase in monthly contracts, from 16 to 70.

Branch Manager

MILWAUKEE CHECKCASHERS – Milwaukee, WI / 1993-1995
Oversaw day-to-day operation of branch office offering check cashing services.
Supervised up to 12 customer service representatives. Facilitated on-the-job training, with emphasis in cash handling, record keeping and loss prevention.
Tallied, balanced and reported receipts for average of 500 transactions and \$500,000 monthly. Conducted periodic audits.
Successfully reduced monthly losses.

General Manager

ACCOUNT MANAGEMENT SYSTEMS – Milwaukee, WI/ 1990-1993
Co-founded collection agency catering to physician offices and other small businesses involved with consumer debt.
Cold called door to door and by telephone. Consulted with owners and managers, submitted proposals and negotiated fees.
Instituted guidelines. Generated correspondence. Issued monthly activity reports and invoices.
Established 100 active accounts. Reached over \$300,000 in annual revenues.

Education

University of Wisconsin – Milwaukee – Liberal Studies Courses
Milwaukee Area Technical College – Operations Management and Marketing Courses
Marquette University Division of Continuing Education – Certificate in Management
Wisconsin Life and Accident & Health Insurance Licenses – In Force
NASD – Registered Rep./Broker – Series 6 & 63