

# Cheyenne Roosevelt

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## BANK FINANCIAL/OPERATIONS MANAGER

Over 10 years of extensive experience in banking. Demonstrated competence in bank management, staff recruitment, community relations and business development, Promoted 3 times in 4 years. Strong customer service and administration skills, with keen ability to build relationship with diverse clients. Noted excellence in financial operations and administration. Creative and resourceful in community relations and marketing. Grew business portfolio 450% in 2 years. Professional and motivated with strengths in problem solution, team building, and research and analysis. Bilingual: English and French. Over 200 hours of banking and management classes. Computer proficient and internet savvy.

### **BANK OF AMERICA, Bellevue Circle**

#### *Branch Manager 2007-2008*

- ✚ As Branch Manager, direct operational, service and administrative activities of the branch. Lead staff of 37 in providing customer service and financial care. Manage:
  - ✓ HR tasks, including hiring, coaching, training, and performance management. Compliance with all policies and procedures; fraud control; loss prevention.
  - ✓ Procurement, service contract administration, and technology issues; action plans to improve controls, mitigate losses, and ensure superior client experience.
  - ✓ Overall branch performance and financial reports/analyses; sub-ledger, and cash reconciliation.

#### *Customer Relations Manager 2005-2007*

- ✚ As Customer Relations Manager, opened new accounts, sold numerous bank services, resolved customers issues. Trained and supervised Customer Service Representatives.

#### *Head Teller 1997-2007*

- ✚ As Head Teller, interviewed, trained, and supervised daily functions of tellers. Ordered and received cash.

#### Recognitions

Outstanding Performance Awards • 2000 • 2002 • 2003  
Employee of the Month Award January-August 2000 • May-June 2002 • August-December 2003  
Certificate of Excellence August 2000 • June 2002

### **American National Bank, Oakland Park, FL**

#### *Financial Services Representative*

- ✚ Opened retail and commercial accounts, including savings, checking, IRA, CDs and Keoghs. Exceeded new accounts goals by 43%. Improved customer service satisfaction by 21%.