

# YOUR NAME

17 Really nice house, nice street, Town, County SO41 2SF

Tel H: 02222 5555 / M: 07911 222 333

Email: [yourname@youremail](mailto:yourname@youremail)

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An articulate and highly experienced Regulation and Compliance Management professional with an exceptional track record of leading and improving team performance, audit results and client satisfaction. Financial, product and compliance expertise is enhanced by key personal skills, including tenacity and commitment to deliver results.

## KEY SKILLS & SELECTED ACHIEVEMENTS

- Successful track record of transforming underperforming operations, including rejuvenating worst performing team to 2<sup>nd</sup> nationally within six months.
- Strong attention to detail and analytical skills proven through significant improvement in audit ratings for all operations under management; eradicated levels of returned files due to enhanced accuracy, quality and attainment of compliance requirements.
- Exceptional technical, financial and compliance expertise demonstrated through performance improvements, consistent achievement of business objectives and development of high performing teams.
- Proven leadership skills having managed, developed and coached managers and teams who have subsequently achieved promotions and exceeded business performance targets.

## CAREER

### 2004 to 2008, Bib Bank, Assistant Branch Manager

- Appointed to key branch leadership role to rejuvenate branch performance and manage team of eight staff.
- Transformed operations, quality of service and staff morale, with successes delivered including improving audit from 'poor' to 'very good' rating and branch performance from last to 2<sup>nd</sup> nationally within six months.
- Implemented highly effective people development programmes, including mentoring and training, substantially improving morale, client satisfaction and overall branch performance.
- Established tracking systems which facilitated visibility and progress of client files and queries.
- Introduced approval processes prior to files being sent for underwriting, ensuring eradication of errors, enhanced quality and resulted in zero files requiring return.

### 1978 to 2003, Another Big Bank

- Enjoyed a progressive and successful career including customer facing, branch coaching and customer service manager roles.
- Reduced customer complaints by 99% in three months through providing leadership, coaching and an escalation point to client facing staff.

- Drove £500k bank-wide savings initiative following consumer credit legislation changes and subsequent review in approach; identified alternative methods for postal and communications which were adopted Group-wide.
- Provided strong leadership during challenging staff management situations, including a major branch change where ensured deployment of all staff.
- Significantly enhanced quality of record keeping through improving file security and removal of aged records.
- Established as a 'trouble shooter' and provided coaching to branches, managers and teams ensuring their achievement of business performance and compliance targets.

#### **CONTINUED PROFESSIONAL DEVELOPMENT**

State Loan Officer License

CeMAP Qualified

FSA authorised to sell and supervise the sale of mortgages and insurance products

Institute of Leadership Management

ECDL (European Computer Driving License)

City & Guilds in Customer Service

ONC Business Studies

10 O levels/GSCEs

IT skills including bespoke banking systems, MS Office, Word, Excel and PowerPoint

#### **ADDITIONAL INFORMATION**

Participate in community and volunteer activities, including National Trust volunteer.

British National

Flexible on location; willing to move or travel as required

#### **REFERENCES AVAILABLE UPON REQUEST**