

CAREER SUMMARY

Banking Professional with over 20 years of experience in the banking industry possessing proven ability and outstanding sales results of retail and commercial banking products and services throughout Lake, Cook and McHenry counties. Branch Management experience including staff hiring, training, and supervision of personnel to ensure a professional customer service environment.

Day to day responsibilities of managing the bank to ensure branch goals are met/exceeded in checking, retail loans, insurance/investments, commercial loans, etc. I am dedicated to providing value and superior service to our customers, to our shareholders and to our communities. I welcome the challenge and opportunity to provide excellent service, develop staff to perform in a sales environment and to deliver results.

PROFESSIONAL EXPERIENCE

Village of Grayslake

January 2014 – Present

Customer Service Representative/Accounts Payable

- Assist residents with payment of water bills
- Complete requests for service from residents
- Issue Purchase Orders for payment of invoices
- Establish new vendors online
- Manage posting payments to vendors/GL accounts

US Bank, Vernon Hills and Mundelein, IL

Sept. 2003-July, 2013

Branch Manager

- Manager of Vernon Hills Branch (deposit base of \$18 million), Sept. 2003-Dec. 2005
- Manager of Mundelein Branch (deposit base of \$26 million), Dec. 2005 to present
- Promote a positive team attitude. Promote each employee taking ownership of the branch to ensure their commitment to the success of the team/branch.
- Coach and mentor assistant branch manager and teller supervisor to ensure their participation and commitment to the sales process. Provide visual aids for tracking sales results on a branch and per employee level. Promote sales challenges to help increase sales.
- Monitor branch reports (i.e. income/expense/revenue, overdraft, kiting and loan reports).
- Ensure proper scheduling of staff to accommodate customer needs (with no overtime).
- Monitor employee behaviors to ensure the highest level of customer service is utilized daily.
- Maintain employee files, including monitoring time off., behaviors and performance reviews.
- Conduct interviews for prospective employees and assist in the training of new employees.
- Do weekly coaching sessions to help enhance employee behaviors, product knowledge and help overcome obstacles pertaining to their sales success.
- Ensure that each employee meet and exceed their goals to earn incentive. Outside business development, including small commercial loans (up to \$200,000), Merchant Services, Business accounts and Cash Management Services, etc.
- Service customers in all areas of banking, including opening accounts, customer service issues, processing loans, etc.
- Work with all lines of business to increase sales of products and services.

- Utilize BLAST as a sales and retention tool. Ensure all staff make required calls each week.
- Ensure compliance sessions are completed as required. Ensure that the bank's policies and procedures are being followed at all times. An "A" on the annual audit is an expectation.
- Community involvement through participation in area Chamber and other local organizations.
- MAJOR ACCOMPLISHMENT: 2010 ANNUAL PINNACLE WINNER (TOP 10% OF BRANCH MANAGERS IN THE COMPANY)

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State Financial Bank, Libertyville, IL

Feb. 2002-June, 2003

District Branch Manager/Branch Manager

Supervision of four branch offices: Libertyville, deposit base of \$22million, Gurnee, deposit base of \$21million, Glenview, deposit base of \$45million, and Waukegan, deposit base of \$65million.

- Outside business development.
- Coach and mentor branch managers to ensure their understanding and commitment to referral and sales process.
- Coach and mentor branch staff regarding product knowledge, referral and sales goals, and ensure that bank policies and procedures are being followed.
- Monitor branch reports including income, expense, overdraft, kiting and loans.
- Conduct interviews for prospective employees.
- Maintain employee files, including preparing annual reviews.
- Community involvement to increase awareness and image in the community.

Harris Bank, BARRINGTON, IL

MARCH, 2001-FEBRUARY 2002

Assistant Branch Manager/Manager in-training

- In-house training for Harris Branch Manager position.
- Supervision of four personal bankers, six tellers, four vault attendants/telephone operators, and receptionist.
- Develop sales incentive programs to increase teller and personal banker referrals and sales.
- Monitor On Target reports to ensure utilization of client contact lists to help increase sales.
- Service customers in all areas of customer service (open new accounts, process loans, account servicing).

Old Kent Bank/Grand National Bank, Wauconda, IL

May, 1999-March, 2001

Branch Manager

- Management of ten full-time tellers, four personal bankers, vault attendant and receptionist.
- Outside business development for commercial/retail customers.
- Sales, installation and servicing of MasterCard/Visa product.
- Established a "Buddy System" between the tellers and personal bankers to increase teller referrals and increase personal banker sales.
- Merchant Services sales and service.
- Commercial Loans up to \$250,000.