

CAREER SUMMARY

Banking Professional possessing proven ability and superior 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 and successful sales team.

Day to day responsibilities of managing the branch to ensure goals are met/exceeded in checking, retail loans, investments, and both mortgage and commercial loans,. 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 successful sales environment and to deliver exceptional results.

PROFESSIONAL EXPERIENCE

Village of Grayslake

January 2014 – Present

Customer Service Representative

- Customer Service duties including assisting residents with payment of water bills, completing requests for service from residents, assisting residents with issues/concerns they may have in person or over the phone, at the same time always providing the highest level of customer service.
- Issue Purchase Orders for payment of invoices
- Establishing in Laser fiche new escrow files along with posting any activity to the account.
- Review building, electrical and plumbing applications when they are submitted to ensure all required information is completed along with supporting documentation and payment as required.
- Review business license applications and collect payments.
- Assist customers requiring assistance from the Police Department.
- Assist in preparing Aquatic Center membership payments and deposits. Copy and move supporting documentation to the AQ cash receipt files on a monthly basis.
- Scan, move and file bank statements on a monthly basis.
- Balance the money drawer from the previous business day.
- Community Garden registration, payment processing, correspondence with gardeners.
- Assist in the training of new employees.

US Bank, Vernon Hills and Mundelein, IL

September 2003-July, 2013

Branch Manager

- Manager, Vernon Hills Branch September 2003-Dec. 2005
- Manager, Mundelein Branch December 2005 - July 2013
- Promote a positive team attitude to ensure 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 production and results.
- Monitor branch reports (i.e. income/expense/revenue, overdraft, kiting and loan reports).
- Ensure proper scheduling of staff to accommodate customer needs.
- Maintain employee files, including monitoring time off, behaviors, training, 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.

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- Outside business development, including small commercial loans (up to \$250,000), Merchant Services, Business accounts and Cash Management Services, etc.
- Service customers in all areas of banking, including opening accounts, customer service issues, processing loans.
- Work with all lines of business to increase sales of products and services.
- Work with ADP for referrals of business customers.
- Ensure the bank's policies and procedures are being followed at all times.
- 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 ACROSS THE UNITED STATES)**

State Financial Bank, Libertyville, IL **Branch Manager**

February 2002-August, 2003

- 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, 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 including opening new accounts, processing loans, account servicing.

COMMUNITY INVOLVEMENT

Treasurer Board of Trustees, Grayslake Fire Protection District

Treasurer, Grayslake Fire Protection District Pension Board

Past-President and Treasurer, Exchange Club of Grayslake

References:

Fire Chief Dan Pierre

Joyce Campbell

Judy Haga

