

Jamaal Webster; L.S.S.G.B.

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SUMMARY OF QUALIFICATIONS & SKILLS:

- **Management** – More than 13+ years' experience in coaching, strategic planning, training development & delivery, motivation & team building/leadership, general and technical project management, product marketing and management.
- **Experienced Public Speaker & Presenter** – 15+ years of speaking & presenting information/results in corporate setting.
- **Virtual Team Leader** – Experience with leading & coordinating monthly meetings with cross-functional teams
- **Consultative Sales Leader** – Highly skilled in completing needs-based assessments & providing coaching and recommendations to employees.
- **Human Sigma Six Leader** – Skilled in coaching and managing emotional connections; leading to highly engaged customers & employees.
- **Business Development** – Ability to grow business cross-sell through appointment setting, face-to-face meetings & product recommendations. Received Cash Flow Certification through extensive training.
- **Technology Leader** – Expertise with teaching employees & customers the importance of transaction migration through online/mobile banking, ATM usage, & other self-service functions.
- **Employee Development** – 13 years of training, coaching, planning & road-mapping to assist with growth & career goals.
- **Branch Operations** – Upheld and ensured regulatory and policy compliance, audit standards and loss controls.

EDUCATION:

B.A., Supply Chain Management

Governors State University, College of Business AACSB, University Park, IL

Current GPA – 3.75/4.0

EXPERIENCE:

Branch Manager III, Vice President, PNC Bank, Chicago, IL September 2014 – December 2016

- Managed & coached employees using CRM database; resulting in increased customer service scores, 4.0 share of wallet cross-sell, and P&L sales growth of 20% annually.
- Led weekly call nights, consultative customer appointments; growing investment revenue by 300% YOY.
- Exceeded merchant & treasury services; leading to 200% fee income growth & PL5 attainment YTD.
- Increased service & transaction migration usage to 65% household utilization through workshops & demos.
- Implemented processes leading to 80% decrease in Non-Credit losses; 40% decrease in ATM Deposit Fraud YOY
- Facilitated sales training classes for the Chicago/Wisconsin affiliate for employees within region/market.

Dual Center Branch Manager, Fifth Third Bank, Chicago, IL July 2008 – September 2014

- Opened & managed bank denovo, achieved 196% revenue growth within first year, Presidents Circle Winner.
- Managed Preferred Banking training implementation for Denovo Metro South region; resulting in profits of \$3 million in revenues to financial center, & \$10 million revenue increase to Metro South Region.
- Managed & delivered mid-year & end of year performance reviews to dual locations of 12 employees based upon job specific Key Performance Indicators (KPI's); leading to multiple employee promotions.

Assistant Manager, Washington Mutual, Chicago, IL June 2005 – October 2007

- Managed & opened 6 Denovos in Chicago market, resulting in 100% consumer & business household acquisition.
- Assisted in development of staff including recruiting, interviewing, leading orientations, scheduling and product training.
- Trained employees in compliance training to attain “Satisfactory” Corporate & Affiliate Risk Assessment Control Audit.

COMPUTER SKILLS:

- Microsoft Office, (Outlook, Word, PowerPoint, Excel Spreadsheets, Document & Cloud Sharing, Calendar Sharing)
- Experienced in Impact360, Appointment Manager, Financial CRM Databases
- Video Conferencing (Google Hangouts, Facetime, Facebook)
- Social Media (Facebook, Twitter, Instagram)