JULIAN MERCER

BANK MANAGER

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Branch Manager with 12+ years in retail banking, leading a team of 14 and a $210 million deposit branch. Grows deposits, loans, and referrals through coaching and community outreach, and maintains clean audits and strong service scores.

PROFESSIONAL EXPERIENCE

Branch Manager Jan 2021 - Present
Wells Fargo, Scottsdale, AZ

- Manage a branch with 14 employees and about $210 million in deposits, finishing at 108% of annual sales plan for three straight years.
- Coach personal bankers and tellers through weekly huddles and call shadowing, lifting average referrals per banker from 18 to 27 a month.
- Grew small business checking accounts by 22% in two years through monthly visits to local chambers and business owners.
- Closed the last two operational audits with no repeat findings by tightening cash handling and dual-control procedures.
- Cut average teller wait time from 8 to 4 minutes by adjusting lunch-hour staffing and moving routine requests to appointments.
- Hired and onboarded eight employees, with 100% of them still on the team at 90 days.

Assistant Branch Manager Apr 2018 - Dec 2020

- Managed daily operations for a team of 10, covering teller line, vault, and ATM balancing and approving high-value transactions.
- Led the branch's response to a 15-point drop in service scores and brought them back above the district average in two quarters.
- Reviewed 35 to 40 consumer loan and line of credit applications a month with bankers before submission, reducing returns for missing documents.
- Partnered with the fraud team to teach tellers to spot check-kiting and elder-exploitation patterns, which stopped $140,000 in attempted losses.

Lead Teller, later Personal Banker Jun 2013 - Mar 2018
Bank of America, Mesa, AZ

- Opened about 15 accounts a week and exceeded credit card and CD referral goals in 14 of 18 quarters.
- Balanced a $350,000 teller line daily and trained six new tellers on cash handling and Bank Secrecy Act reporting.
- Delivered financial education workshops to local high school seniors, reaching about 180 students over three years.

CORE SKILLS

Branch operations | Team coaching and hiring | Deposit and loan growth | Small business banking | Sales management | Cash and vault controls | Audit and compliance | Bank Secrecy Act and AML | Fraud prevention | Customer service recovery | Community outreach | P&L and expense control | Staff scheduling

EDUCATION

Bachelor of Science in Business Administration, Arizona State University, Tempe, AZ

CERTIFICATIONS

Series 6 Investment Company Products Representative, FINRA | Series 63 Uniform Securities Agent State Law Examination, FINRA | Life and Health Insurance License, Arizona