

JEREMY MASON

1 First Avenue ■ Boston, Massachusetts 01234
H: (555) 123-4567 ■ C: (555) 234-5678 ■ name@email.com

PROFESSIONAL SUMMARY

Led operations to meet or exceed performance goals, drove strong annual sales and profit gains, and increased team empowerment and accountability to secure desired results.

Core Competencies:

- Strategic Planning
- Operations Leadership
- Business Development
- Relationship Cultivation
- Training & Coaching
- Account Acquisition
- Expense Control
- MS Office Suite

- **Led organizations to turn around performance**, often reaching goals for the first time in history, in part through identifying areas necessitating action, defining performance goals, and coaching teams to achieve results.
 - **Recognized for operations acumen**, addressing challenges head-on, and not shying away from seemingly “impossible” tasks; utilize problem solving, analytical, and strategic planning strengths to drive performance.
 - **Highly organized, detail oriented, and personable**, enjoy developing sound one-on-one relationships based on a foundation of trust, mutual respect, and the shared goal of achieving performance objectives.
-

PROFESSIONAL EXPERIENCE

National Bank – Boston, Massachusetts
Assistant Vice President, Business Banking Officer (2006-2009)

Challenged to transform a “hometown” bank image to a commercial and business banking provider of choice in the Boston market; gained entry into key accounts, developing and managing a \$20 million profitable commercial loan portfolio consisting of 250+ accounts.

Recruited to launch National Bank’s commercial / business banking operation in the Boston market, rotating throughout up to 7 branches to cultivate new business, expanding commercial loan portfolio to reach \$20+ million. Spearheaded commercial banking negotiations, defined mutually agreeable loan terms, and captured contracts valued up to \$700,000. Partnered with legal counsel to manage nonperforming assets, learning a great deal about the legal process, filing liens, and contract execution. Trained banking personnel in prospecting, needs assessment, relationship management, cross-selling, and development of a strong B2B and B2C book of business. HIGHLIGHTS:

- **Grew commercial loan portfolio \$4 million in less than 12 months** through active prospecting, completing 300+ sales calls to prospective and existing customers.
- **Provided business / commercial banking leadership and support** to all Boston branches, covering entire district during select period of time before the hire of a second officer.
- **Negotiated competitive and profitable loan terms**, striking a balance between client and organizational needs, leading to strong retention and growth of existing accounts.
- **Designed and implemented a formal prospecting and sales calling program** for retail banking managers, providing a roadmap for new and seasoned personnel to improve performance.

Capital Bank / Region Bank – Boston, Massachusetts
Branch Manager (2004-2006)

Recruited to play a key role in merger and acquisition efforts, then assigned to one of the poorest performing branches, turning it around to rank as the #1 most profitable branch (149% of goal) in the Boston market, taking on the challenges with the promise of moving into a business banking role.

Recognized for strong past performance in the areas of operations and turnaround management, and charged with managing a struggling branch and turning around through an increased focus on training, relationship development and compliance. Developed and sustained a \$32 million consumer and business banking portfolio with 2,500 customers. Led 7-person team while personally conducting 300+ sales calls with business and consumer bankers. Resolved customer concerns and trained team members to thwart escalations.

Continued...