Hector Vasquez

Branch Manager

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SUMMARY

Branch manager with 11 years in retail banking, now leading an 11-person branch with $210M in deposits in El Paso. Drives deposit, loan and sales goals, uses coaching to build bankers and tellers, and keeps cash handling and BSA/AML compliance clean. Bilingual in English and Spanish.

EXPERIENCE

Branch Manager

02/2021 - Present

Franklin Mesa Bank

El Paso, TX

Branch with $210M in deposits, $65M in loans and 11 staff.

- Grew branch deposits **22%** in 3 years, from $172M to $210M, through business banking calls.
- Coach 6 bankers and 4 tellers on needs-based sales, reaching 112% of the 2025 referral goal.
- Review BSA/AML alerts, cash limits and audit items, earning satisfactory ratings on 4 straight audits.
- Partner with local businesses and the chamber, opening 140 business accounts since 2022.

Assistant Branch Manager

06/2017 - 01/2021

Rio Grande Federal Savings

El Paso, TX

- Supervised a 7-person teller line handling 1,200 transactions a week.
- Originated **$9M** in consumer lending and home equity loans in 2020 as an NMLS-registered lender.
- Cut teller balancing errors 60% with a daily cash handling checklist.

Personal Banker

08/2015 - 05/2017

Sun City Credit Union

El Paso, TX

- Opened 25+ accounts a month and ranked in the top **3** of 18 bankers for cross-sales.
- Resolved member account issues in person and by phone with patient customer service.
- Tracked follow-up calls in Outlook and Excel, booking 15 loan appointments a month.

SKILLS

- Sales
- Coaching
- Customer Service
- BSA/AML
- Consumer Lending
- Cash Handling
- Excel
- Outlook
- Microsoft Office
- Leadership

EDUCATION

Bachelor of Business Administration

05/2015

University of Texas at El Paso

El Paso, TX

Finance

CERTIFICATES

Registered Mortgage Loan Originator

03/2018

Nationwide Multistate Licensing System (NMLS)