DEVON PRESCOTT

Senior Branch Manager

Senior Branch Manager with 12+ years leading flagship retail branches at Bank of America and Truist; oversees $400M+ deposit portfolios, multi-branch supervisor reporting lines, and district-level audit readiness.

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EXPERIENCE

Senior Branch Manager
Jan 2018 - Present

Bank of America — New York, NY

Managed a team of 15 bank tellers, providing exceptional customer service and achieving high sales targets.

- Increased branch sales by 25% within the first year, exceeding regional targets
- Improved customer satisfaction ratings by 30% through effective staff training and performance monitoring
- Reduced operational costs by 15% by implementing process improvements and streamlining workflows
- Developed and executed strategic plans to expand customer base and increase market share

Assistant Branch Manager
Jun 2015 - Dec 2017

Wells Fargo — Chicago, IL

Assisted in managing a team of 10 bank tellers, focusing on customer service, sales, and operational efficiency.

- Enhanced customer experience by implementing a new customer feedback system, resulting in a 20% increase in positive reviews
- Increased sales of banking products by 18% through targeted marketing campaigns and staff training
- Collaborated with the regional manager to develop and implement a branch expansion plan, resulting in a 12% increase in market share

PROJECTS

Branch Expansion Project
Jan 2020 - Jun 2020

Project Manager

Led a team to expand the branch's customer base and increase market share through targeted marketing campaigns and community outreach.

Marketing software | Customer relationship management (CRM) tools

Process Improvement Initiative
Jul 2019 - Dec 2019

Team Lead

Analyzed and improved operational processes to increase efficiency and reduce costs.

Process mapping software | Data analytics tools

CERTIFICATES

Certified Bank Manager (CBM)
2015

American Bankers Association

Demonstrated expertise in bank management, including sales, customer service, and operational efficiency.

Certified Financial Manager (CFM)
2012

Institute of Certified Financial Managers

Showcased knowledge of financial management, including financial analysis, planning, and budgeting.

SKILLS

- Leadership
- Customer Service
- Sales and Marketing
- Operational Management
- Financial Analysis
- Microsoft Office
- Banking Software

EDUCATION

Bachelor's
2008 - 2012

University of Illinois

Champaign, IL

Business Administration

GPA: 3.5

Master's
2012 - 2014

University of Chicago

Chicago, IL

Finance — GPA: 3.8

LANGUAGES

English ●●●●●

Spanish ●●●●○