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## Bank Operations Officer Resume

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### Job Objective

Seeking an opportunity by filling a Bank Operations Officer position to help the right organization boost productivity and benefits.

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### Highlights of Qualifications:

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- Remarkable experience in bank operations management
  - Steep knowledge of bank products and banking regulations
  - Familiarity with BSA, US Patriot Act, Reg CC
  - Good understanding of operational risks and related controls
  - Ability to develop written compliance policies and procedures
  - Wide knowledge of the financial services regulatory and compliance
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### Professional Experience:

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Bank Operations Officer

The World Bank, Norfolk, VA

August 2005 – Present Acted as intermediary between branch and Support Departments.

Trained and reviewed staff.

Attended customer retention program.

Imparted cross-training opportunity.

Administered personnel and operating expenses. Bank Operations Officer

PNC Bank, Norfolk, VA

May 2000 – July 2005 Managed daily activities and operation of branch staff.

Regulated teller transactions and opened fresh Accounts.

Administered quality and audit controls.

Coordinated regular staff meetings.

Carried out Performance Evaluations and ensured completion of daily processes.

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### Education:

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Bachelor's Degree in Business Administration

Dickinson College, Carlisle, PA

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