

SHANNON GLUR

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WORK EXPERIENCE

Branch Manager

United Bank

October 2023-July 2024

- ✓ 1. Operational Management
 - ✓ • Supervised daily branch operations to ensure efficiency and compliance with banking policies and regulations.
 - ✓ • Monitored cash flow, transaction accuracy, and security protocols.
- ✓ 2. Team Leadership
 - ✓ • Recruited, trained, and mentored branch staff to achieve individual and team performance goals.
 - ✓ • Conducted performance evaluations and implemented professional development initiatives.
- ✓ 3. Sales and Business Development
 - ✓ • Developed and executed strategies to achieve sales targets and expand the branch's customer base.
 - ✓ • Promoted bank products and services, including loans, deposits, and investment options, to meet customer needs.
- ✓ 4. Customer Relationship Management
 - ✓ • Built and maintained strong client relationships by providing exceptional service and tailored financial solutions.
 - ✓ • Resolved customer complaints and ensured a positive banking experience.
- ✓ 5. Compliance and Risk Management
 - ✓ • Ensured adherence to banking regulations, internal controls, and anti-money laundering policies.
 - ✓ • Conducted regular audits and implemented corrective measures as necessary.
- ✓ 6. Financial Oversight
 - ✓ • Analyzed branch financial performance, prepared reports, and presented insights to senior management.
 - ✓ • Managed budgets, reduced costs, and maximized profitability.
- ✓ 7. Community Engagement
 - ✓ • Represented the bank in community events to enhance brand visibility and attract new business opportunities.

Business Development Officer

Centennial Bank

October 2021-October 2023

- ✓ Strategic Planning and Market Research
 - ✓ • Identified and analyzed new business opportunities through market research and competitive analysis.
 - ✓ • Developed and implemented strategic plans to drive revenue growth and expand market presence.
- ✓ Client Acquisition and Relationship Management
 - ✓ • Prospected and acquired new clients through networking, referrals, and targeted outreach.
 - ✓ • Built and maintained long-term relationships with key clients to ensure repeat business and customer satisfaction.
- ✓ Sales and Revenue Growth
 - ✓ • Negotiated and closed high-value deals to achieve and exceed sales targets.
 - ✓ • Identified cross-selling and upselling opportunities to increase revenue streams.
- ✓ Proposal Development and Presentations
 - ✓ • Prepared compelling business proposals, presentations, and pitches tailored to client needs.
 - ✓ • Collaborated with internal teams to align solutions with client objectives.
- ✓ Collaboration and Networking
 - ✓ • Partnered with marketing, operations, and product development teams to design solutions that address client challenges.
 - ✓ • Attended industry events, trade shows, and conferences to network and identify potential leads.
- ✓ Pipeline and CRM Management
 - ✓ • Maintained a robust sales pipeline using CRM tools to track leads, opportunities, and conversions.
 - ✓ • Provided regular reports and forecasts to senior management on business development activities and outcomes.
- ✓ Market Expansion
 - ✓ • Identified new markets, customer segments, and industry trends to develop new growth.

Branch Manager
Simmons Bank

July 2008- October 2021

- ✓ Leadership and Team Management
 - ✓ • Supervised, coached, and developed a high-performing team of banking professionals to meet sales, customer service, and operational goals.
 - ✓ • Conducted regular performance reviews, identified training needs, and implemented professional development programs to enhance team capabilities.
- ✓ Sales and Business Growth
 - ✓ • Spearheaded strategies to achieve financial center sales goals, including loans, credit cards, deposits, and investment products.
 - ✓ • Consistently exceeded revenue targets by identifying new business opportunities and cultivating strong client relationships.

- ✓ • Monitored sales performance and implemented action plans to address gaps and drive growth.
- ✓ Customer Relationship Management
- ✓ • Fostered long-term relationships with individual and business clients by providing personalized financial solutions.
- ✓ • Resolved customer issues promptly, ensuring a superior client experience and maintaining high satisfaction ratings.
- ✓ Operational Oversight
- ✓ • Managed day-to-day branch operations, ensuring compliance with policies, procedures, and banking regulations.
- ✓ • Oversaw cash management, transaction accuracy, and risk mitigation measures to protect assets and uphold security standards.
- ✓ Compliance and Risk Management
- ✓ • Ensured adherence to federal, state, and bank-specific compliance standards, including anti-money laundering (AML) and Know Your Customer (KYC) protocols.
- ✓ • Conducted audits and implemented corrective measures to maintain operational integrity.
- ✓ Financial Performance Management
- ✓ • Analyzed financial center performance metrics, including profitability, expense control, and customer acquisition.
- ✓ • Prepared and presented detailed reports to senior leadership on branch performance and growth initiatives.
- ✓ Community Engagement
- ✓ • Represented the financial center in the local community by participating in events and forging partnerships to attract new business.
- ✓ • Actively supported financial literacy programs and corporate social responsibility initiatives.
- ✓ Strategic Planning and Execution
- ✓ • Collaborated with regional management to develop and implement strategies that aligned with organizational objectives.
- ✓ • Forecasted market trends and adjusted center operations to stay competitive in the evolving banking landscape.
- ✓ Highlight measurable achievements, such as revenue growth percentages, customer acquisition rates, team performance improvements, or awards received, to demonstrate the impact of your 13 years of experience.

Willy D's Piano bar

2010-2012

Piano Bar

- ✓ • Crafted a wide range of cocktails and specialty drinks in a high-volume, live music environment
- ✓ • Delivered personalized service while managing simultaneous orders, maintaining accuracy and speed
- ✓ • Built strong rapport with a diverse clientele, enhancing repeat business and nightly atmosphere
- ✓ • Managed cash, tabs, and POS transactions with attention to detail
- ✓ • Collaborated with musicians and staff to create a seamless, engaging

guest experience

Applebee's bartender and server

2003-2012

Applebee's

- ✓ • Provided efficient, friendly service in a fast-paced casual dining environment
- ✓ • Mixed and served beverages according to standardized recipes and customer preferences
- ✓ • Managed large sections and high guest turnover while maintaining accuracy and quality
- ✓ • Handled cash, credit transactions, and POS systems with precision
- ✓ • Trained new staff on company protocols, customer service, and menu knowledge
- ✓ • Maintained cleanliness and organization of the bar and dining area in compliance with health codes

Hooters

2000-2003

Hooters

- ✓ • Delivered exceptional guest service in a high-energy sports bar setting, balancing multiple tables and bar orders
- ✓ • Prepared and served beverages and food while ensuring compliance with company standards and alcohol regulations
- ✓ • Promoted daily specials and upsold menu items, contributing to increased sales and customer satisfaction
- ✓ • Maintained a clean, organized bar and dining area during peak hours
- ✓ • Assisted in training new staff on service protocol and brand expectations