

Juliet Cervellon
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KEY QUALIFICATIONS:

- Customer Service Professional offering 15-years of banking experience.
- Excellent communication and problem-solving skills.
- Dedicated to achieving customer satisfaction as well as meeting or surpassing company expectations.
- Results oriented on customer/client relationship.
- Self-starter, flexible, independent, organized and punctual.
- Cooperative, team player, polite and hardworking.
- Working knowledge of various computer software programs.; proficient in Microsoft Applications.

EMPLOYMENT:

2017-Present BB&T

Annapolis, MD

Market Leader III/Retail and Small Business Lender

Develop Team Members to the next step program for growth. Maintain relationships with partners to maximize sales opportunities and more.

2013-2017

Wells Fargo Bank

Annapolis, MD

Branch Manager 2 (SAFE)

Responsible for the day-to-day administrative operations. Provides leadership to expand revenue and client relationship. Maintains oversight of daily transaction activity within the branch and ensures compliance and regulatory requirements are met. Develop Team Members to the next step program for growth within Wells Fargo. Maintain relationships with partners to maximize sales opportunities and achieve sales standards with the goal of acquiring 100% of the client's financial services business. Respond to and Resolve "escalating" customers inquiries and problems pertaining to consumer deposit and lending accounts and more.

2010-2013

Wells Fargo Bank

Annapolis, MD

Personal Banker II (SAFE)

Maximize the depth and profitability of the customer's relationship by partnering with sales specialist in retail lending, Investments and other product areas to ensure outstanding customer experience. Provide a full range of banking services to individual customers, emphasizing personal financial counseling and customer service. Develop strategies to grow the client base and implement appropriate sales plan to target prospective customers and more.

EDUCATION:

2009-2014, Law Student, Dual Program, Francis King Carey, University of Maryland, College Park, MD

2003-College Graduate-Paralegal Degree, Anne Arundel Community College, Arnold MD

2000-High School Diploma, Annapolis Senior High School, Annapolis MD

LANGUAGES: Spanish & English