

Vincent Nevills  
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Experience

Winter 2020 -Present	US Bank West Hollywood <i>Client Relationship Consult 4</i> <ul style="list-style-type: none"><li>♣ Assisted district with crisis management for pandemic response for five branches</li><li>♣ Proactive outreach to clients for sales and service opportunities</li><li>♣ Take ownership of client escalations and operational issues with management</li></ul>
Spring 2019 -Winter 2019	Citibank Burbank <i>Financial Center Operations Manager</i> <ul style="list-style-type: none"><li>♣ Corrected systemic issues with daily operations in branch environment</li><li>♣ Quickly learned new policy and procedure</li><li>♣ Strong knowledge of federal law instrumental to audit passage</li></ul>
Summer 2013 -Spring 2019	US Bank La Metro District <i>Branch Operations Specialist</i> <ul style="list-style-type: none"><li>♣ Managed day to day operations via influence for four branches in partnership with branch and district management</li><li>♣ Created an environment of operational excellence via coaching</li><li>♣ Made action plans with branch managers to address risk mitigation measures concerning fraud prevention, legal compliance, and branch standard operating procedure</li></ul> <i>Assistant Manager</i> <ul style="list-style-type: none"><li>♣ Manager <i>Pro Tempore</i> for full term of service</li></ul> <i>Teller Coordinator</i> <ul style="list-style-type: none"><li>♣ Promoted 100% of my tellers to higher roles</li></ul>
Education	
In Progress	Los Angeles City College, Los Angeles, CA <ul style="list-style-type: none"><li>• Management Major</li><li>• Maintaining 4.0 GPA</li></ul>
Skills	Customer Satisfaction, Marketing, Able to Work in Fast Paced Environments, Word Processing, Public Speaking, Persuasive, Ethical, Result Oriented, Proficient with Hogan, Organization
Honors	Board of Directors for So Cal Spectrum BRG group 2020 Received 3 Shield awards for my commitment to US Bank 2013-2018 Member of Phi Theta Kappa Honor Society 2011
Activities	Trumpet and French Horn Player, Pleasure Reader, and Cook
References	Available upon request