

Tawnee Kopas

Banker

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☎ (623) 892-9402

📍 123 Peachtree St, Atlanta, GA 30303

EDUCATION

Bachelor of Science in Finance or Business Administration at University of Georgia, Athens, GA

Sep 2018 - May 2022

Relevant Coursework: Financial Accounting, Managerial Accounting, Corporate Finance, Financial Markets, Investments, Risk Management, Business Statistics, Economics, Marketing, and Organizational Behavior.

LINKS

[linkedin.com/in/tawneekopas](https://www.linkedin.com/in/tawneekopas)

SKILLS

Risk assessment

Financial analysis

Portfolio management

Customer relations

Loan underwriting

Regulatory compliance

Microsoft Excel

LANGUAGES

English

Urdu

HOBBIES

Collecting rare coins

Wine tasting

PROFILE

Results-driven banking professional with 1 year of experience in providing exceptional customer service and maintaining strong relationships with clients. Proficient in financial analysis, risk management, and regulatory compliance. Highly skilled in cross-selling banking products and services while identifying opportunities for revenue growth. Demonstrated ability to work effectively in a fast-paced environment and adapt to new challenges. Seeking opportunities to leverage banking expertise and contribute to the success of a dynamic financial institution.

EMPLOYMENT HISTORY

● Bank Branch Manager at SunTrust, GA

Apr 2023 - Present

- Successfully increased the branch's total deposits by 25% within one year, resulting in an additional \$10 million in assets under management.
- Implemented a new customer service training program for branch employees, leading to a 35% reduction in customer complaints and a 15% increase in overall customer satisfaction ratings.
- Spearheaded a targeted marketing campaign that resulted in attracting 300 new clients to the branch within six months, translating to a 10% growth in the client base.

● Personal Banker at Synovus, GA

Aug 2022 - Mar 2023

- Achieved a 150% increase in new account openings within the first year, resulting in over 300 new customers and \$5 million in deposits for Synovus, GA.
- Streamlined the loan application process, reducing average processing time by 30% and leading to a 20% increase in personal loan approvals, totaling \$3 million in disbursed loans.
- Consistently exceeded monthly cross-selling targets by 25%, generating an additional \$50,000 in revenue through the promotion of credit cards, mortgages, and investment products to existing customers.

CERTIFICATES

Certified Financial Planner (CFP)

Sep 2021

Chartered Financial Analyst (CFA)

Jun 2020

MEMBERSHIPS

American Bankers Association (ABA)

Independent Community Bankers of America (ICBA)