

Matika Cornelisse

Branch Administrator

Profile

Results-driven Branch Administrator with 2 years of experience in managing daily operations, optimizing branch efficiency, and providing exceptional customer service. Adept at administrative tasks, implementing process improvements, and coordinating staff training. Proficient in streamlining workflows and fostering a collaborative team environment. Committed to maximizing productivity and supporting branch growth.

Employment History

Branch Administrator at Edward Jones, SC

Mar 2023 - Present

- Successfully managed a branch with over \$150 million in assets, resulting in a 12% growth in revenue year-over-year.
- Implemented a new client onboarding process that increased client retention rate by 20% and improved overall client satisfaction.
- Streamlined office operations, reducing administrative expenses by 15% and increasing overall efficiency within the branch.
- Coordinated and executed a successful community outreach program, leading to a 10% increase in new client acquisition and enhancing the branch's local reputation.

Assistant Branch Administrator at Wells Fargo, SC

Jul 2021 - Jan 2023

- Successfully improved the branch's operational efficiency by 20% through the implementation of new workflow processes and staff training initiatives, leading to increased customer satisfaction and reduced wait times.
- Increased account opening rate by 15% within a year by proactively identifying and targeting high-value clients, while also providing exceptional support and guidance to existing customers.
- Reduced branch expenses by 10% through the introduction of cost-saving measures, including renegotiating vendor contracts and implementing energy-efficient technology.
- Played a key role in the branch achieving a 25% increase in loan origination volume, through effective collaboration with the lending team and streamlining of loan application procedures.

Education

Bachelor of Business Administration in Management at University of South Carolina, Columbia, SC

Aug 2016 - May 2021

Relevant Coursework: Organizational Behavior, Operations Management, Business Law, Financial Management, Human Resource Management, Marketing Management, Strategic Management, and Business Ethics.

Certificates

Details

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Links

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

Skills

QuickBooks

Excel

Salesforce

PowerPoint

SharePoint

Asana

Zoom

Languages

English

Italian

Hobbies

Gardening

Painting or drawing

Playing a musical instrument