

Tiffany Mireles

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Business Banking Officer/Assistant Vice President

Executive Profile

Motivated Business Banking Officer, with a genuine passion for the financial market. I'm currently seeking a board position that allows me to utilize my organization and results oriented skills. I possess strong communication skills both verbal and written, and have thorough experience in strategic planning and implementation.

Current Activities

Habitat for Humanity (2012-present)

Women Build Leadership Committee Member

Have planned and implemented two Annual Women Build Events which have grown substantially over the past two years. Involvement included, fundraising, marketing, financial planning and event coordination with team of 8 individuals.

Reference:

Jeanne Fischetti

Corporate Relations Manager, Habitat for Humanity Metro Denver

3245 Eliot St., Denver, CO 80211

Office: 720-496-2713

Skills

- Ability to work with in and develop a team environment
- Ability to communicate with a wide variety of clientele including Spanish proficiency.
- Thorough knowledge of financial spreadsheets and data
- Extensive experience in managing large teams.
- Strong communication skills
- Ability to manage and resolve problems with minimal guidance.
- Strong Passion for helping others

Education

Metropolitan State College of Denver(2002-2006)

- **BA in Accounting /Finance**
- Member of Phi Theta Kappa International Honor Society

Front Range Community College (1999-2001)

- **Associates in Applied Science**
- Recognized on The National Deans List (2000-2002)

Executive Experience

US Bank, Littleton (January 2014 to Present)

Business Banking Officer

Responsible for building, developing, and managing new and existing relationships with Small Business Banking customers.

- **Added over 11 Million Dollars to the Loan Portfolio in 2014 and brought over 1 Million in Deposits to the bank.**
- Builds, develops, and maintains profitable lending and deposit relationships with new and existing customers. Consults with customers and prospects at their places of business in order to understand their current business practices and identify their financial goals and needs.
- Contributes to the growth of a profitable loan portfolio by originating applications for all types of small business loans. Gathers, analyzes and discusses credit and financial information for determination of credit quality and appropriateness of bank products and services at prospects' or customers' places of business.
- Proactively deepens customer relationships by meeting their needs through additional products and services. Actively refers clients to other U.S. Bancorp areas for additional needs.
- Represents the bank at various civic and community functions to further enhance U.S. Bank's image and develop additional business opportunities and centers of influence.
- Partners with branch employees developing, communicating, and implementing the sales strategy in order to meet/exceed business objectives, and exchange leads/referrals. Conducts joint outside sales calls with branch employees at prospects' or customers' places of business.

Quarterly Pinnacle Winner for Q2 and Q3 of 2014

US Bank, Littleton and Greenwood Village, Colorado (May 2013 – January 2014)

Lead Branch Manager of two Branch Locations

Demonstration of Business Excellence in Business acquisition and retention.

- **Brought more than forty new Business Relationships to US BANK in 2012 and 2013.**
- Continually communicate and work with business line partners to deepen relationships with clients.
- Created a prospecting tool for USBANK to help new branch managers learn the prospect and RSP process.
- Designed a retention tool that will be used across the region in 2014 for Tier 4 clients.
- Leader in Identifying Lending opportunities for Business Partners.
- Develop and grow referral sources with BNI and other centers of influence.
- Commitment to quality customer service
- Excellent Communication skills
- Ability to resolve complex problems with minimal guidance
- Thorough Knowledge of the bank's products and services
- Annual and Quarterly pinnacle Winner 2011, Q1-Q3 2013

US Bank, Littleton, Colorado (April 2009-January 2014)

Branch Manager

Provide leadership and motivation to the branch staff in meeting and exceeding the branch sales goals, which has resulted in multiple Pinnacles at multiple branches.

- **Effectively manage branch to over 12 million in loan growth from 2011 -2012.**
- Continually communicate and work with business line partners to deepen relationships with clients.
- Coach and Develop top performing bankers in the company 2011 and 2012
- Develop and grow referral sources with South Metro Chamber and other centers of influence.
- Commitment to quality customer service
- Excellent Communication skills
- Ability to resolve complex problems with minimal guidance
- Strong sales and sales management practice.

US Bank, Boulder, Colorado (April 2006-April 2009)

Customer Service Manager

Incentive based position that has instilled me with a strong sense of urgency, ability to multi-task, and allowed me to feel comfortable in a number of client-based situations

- **Assist in reaching the sales growth goals.**
- Customer Service and customer retention.
- Selecting and training of new employees.
- Directing daily work of numerous branch employees.
- Ensuring branch meets customer service goals.
- Coordinating operational activities to ensure satisfactory passing of Retail quality assurance assessments and operational audits.
- Ensures branch complies with legal and regulatory requirements established.
- Pull reports for returned deposit items, opened and closed accounts, overdrafts, teller proof and cash errors and teller cash.
- Research and reconcile teller differences and branch INPOC entries.
- Teller scheduling and audits.
- Coaching of all employees.