# MARIANA PONCE HILL

● Aurora, IL ● ███████ ■ ██████████

## VP-Regional Manager

Demonstrated leadership skills at small-to-large size banks. Covered many aspects of a banking business by leading changes within operations, sales, and customer relationships.

## Key Skills

- Excellent administrative skills
- Superior sales skills
- Managerial Leadership
- Community Leadership
- Bilingual
- Teambuilding
- Staff Development

## Experience

Old Second National Bank, Aurora, IL

**VP Retail Regional Manager,** 2005 to present

- Manage branch sales culture through relationship and customer service coaching
- Responsible for maintaining excellent relationships with the community
- Oversee operations of five branches to ensure efficiency, productivity and compliance
- Conduct formal performance evaluations and recommend salary adjustments
- Accountable for satisfactory audit results

Fifth Third Bank, Naperville, IL                                                           2003 to 2005

**Office Manager**

- Supervised internal operations
- Established and maintained a sales environment
- Processed consumer loans
- Trained and developed the staff properly
- Evaluated performance on staff on a constant basis to provide counsel and guidance as needed
- Maintained a position of trust and responsibility by keeping all customer business confidential
- Demonstrated sound judgment in decision making, abiding appropriately to established guidelines and procedures

**Retirement Plan Services Trust Associate**                                              2002-2003

- Participated in projects with officers in administering client retirement   accounts
- Provided support with client communication and problem solving, including research and analysis
- Had telephone and written contact with clients, attorneys, brokerage houses, and other banks
- Account management responsibility
- Assisted with preparation of materials and campaigns in support of new business and sales initiatives
- Facilitated Retirement Plan enrollment meetings in both English and Spanish

## Education

Aurora University   Aurora, IL                                                              2004

**B.A., Organizational Management**