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Christopher J. Fryauff

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| My Objective | To continue the growth of my career in financial services with an accomplished and respected financial institution. I will accomplish this by using the years of the experience and skills gained working in the financial industry. |
| Work experience | July 2019 – Present *KeyBank* Salem, ORKey@Work Relationship Manager/Branch ManagerJuly 2007 – July 2019 *PNC Bank* Vero Beach, FL/ Port St Lucie, FL/ Fort Pierce, FLTeller Supervisor/ Financial Sales Consultant/ Assistant Branch Manager/Branch Manager* Fostering the growth of new-to-bank relationships while driving the continued growth of “share of wallet” within the existing customer base.
* Protecting and growing branch profit through strategic team planning and effective analysis of monthly branch P&L statements.
* Coaching employees around behaviors and goals to help drive personal and branch production, create an excellent customer experience and promote individual growth and accomplishment.
* Ensuring proper staffing needs are met on a daily basis through the use of scheduling software.
* Organizing and executing bi-weekly call nights and team meetings with branch staff and partners.

April 2004 – May 2007 *Wachovia Bank* Clinton, NJ/ Fort Pierce, FLTeller/ Teller Manager* Providing excellent customer service in a quick and accurate manner
* Identify customers’ financial needs and refer them to the financial specialist for the appropriate product
* Ensure accurate knowledge of all tasks associated with the teller line; i.e. vault, ATM, night depository, consignment items, etc.
* Create weekly schedules to maximize coverage while still maintaining the appropriate amount of scheduled working hours
* Training new employees and coaching established employees in the course of daily operations

July 2003 – April 2004 *Blockbuster Video, Inc.* Clinton, New JerseyAssistant Manager* Cash management responsibilities including deposits, register and petty cash reconciliation for daily open and close cycles
* Maximize customer experience through positive interaction in person and over the telephone
* Oversight and coordination of scheduling of hourly employees to ensure optimal staffing levels
* Maintain appropriate store signage based on promotions
* Keep up store appearance and cleanliness at all times for customer satisfaction
* Ensure product is properly organized and easily available for customer access
* Organize electronic records for the Point-of-Service system including product updates and promotions
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| Higher Education | Indian River State CollegeAugust 2005 - June 2008Major : BusinessThe Art Institute of PhiladelphiaSeptember 2001 – June 2002Major: Computer Animation & DesignRaritan Valley Community CollegeSeptember 2000 – May 2001Major: Primary/Secondary Education |
| Achievements/ Awards/ Skills | * Multiple Service Excellence Awards (both individual and team)
* PNC Treasure Coast Golden Shovel Award
* Honorary speaker at the PNC Atlanta Teller Supervisor Conference
* Proficient with Microsoft Office (Word, Excel and Power Point)
* Proficient with Impact 360 (Verint) staffing/ scheduling program
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