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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, OR  Key@Work Relationship Manager/Branch Manager  July 2007 – July 2019 *PNC Bank* Vero Beach, FL/ Port St Lucie, FL/ Fort Pierce, FL  Teller 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, FL  Teller/ 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 Jersey  Assistant 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 | |
| Higher Education | | Indian River State College  August 2005 - June 2008  Major : Business  The Art Institute of Philadelphia  September 2001 – June 2002  Major: Computer Animation & Design  Raritan Valley Community College  September 2000 – May 2001  Major: 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 | |