

Christine Vollstedt

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Objective

Experienced Branch Manager looking to cultivate new relationships and develop a high performing team. I enjoy coaching and developing my team to meet their objectives in and outside the workplace. Partnering and calibrating with my team and other lines of business, enables me to create a customer centric branch experience, including a high emphasis on risk management.

Experience

Branch Manager, Vice President

National Bank of Arizona, Prescott Valley Branch

September 2022 – Present

- Develop business relationship with the local community with existing and new business clients
- Develop branch staff, expanding customer relationships, achieving sales goals, and exceeding customer service expectations
- Create a sales and service environment fostering teamwork with partners and other corporate departments
- Ensure overall branch performance, risk and compliance is in align with company policy

Branch Manager 3

Wells Fargo Bank, Huntington Harbour Branch

March 2018 – August 2022

- Lead my team in risk and ensure the branch is following all regulations, policy and procedure requirements, including BCR.
- Lead my team and model the behaviors for Customer Experience. Focusing on: Building relationships, engaging customers in meaningful conversations while understanding their financial priorities and helping them succeed financially.
- Coaching and providing feedback while leveraging the performance management objectives and success criteria.
- Bi-Weekly One on Ones with direct reports to focus on branch objectives and individual DAP's
- Develop and lead weekly platform and teller skill practices to enhance confidence and skill around company initiatives.
- Develop and lead bi-weekly Customer Connections Meetings focusing on segmentation, partner relationships and branch growth.
- Weekly coach the coach observations on Service Manager and aspiring branch leaders to enhance individual strengths and grow areas of opportunity.

Branch Manager 2

Wells Fargo Bank, Landmark Plaza (Donovo)

October 2014 – March 2018

- Pre-Opening – Networking with local businesses, schools and Chamber of Commerce meetings and events.
- Conduct Feet on the Street canvassing for business relationship building with bankers and partners.
- Monthly partner round table discussions to focus on new acquisition, deposits growth and lending opportunities.
- Develop and lead bi-weekly Customer Connections Meetings focusing on segmentation, partner relationships and branch growth.
- Weekly coaching around fundamental leadership activities
- Lead my team in risk and ensure the branch is following all regulations, policy and procedure requirements, including BCR.

Branch Manager 2

Wells Fargo Bank, Gateway Business Center

November 2012 – October 2014

- Bi weekly One on One's with Bankers and Tellers to focus branch objectives and individual DAP's.
- Develop and lead weekly Business Partner Meetings and joint customer outreach calling.
- Monthly Feet on the Street canvassing with Business Specialist and Business Banking Partners to support business relationship building and new acquisition.
- Lead my team in risk and ensure the branch is following all regulations, policy and procedure requirements, including BCR.

Leadership

- Mentoring a Branch Manager and Service Manager outside district; Leading with knowledge, behaviors and skill to support risk initiative and branch operations.
- Business Advocate Branch Manager Champion to support affluent branch strategy and team member growth.
- 17 years Branch Manager Experience running diverse and complex branches to success.

References

- Meredith Dunlap-Sterret – Regional Sales Manager - NBAZ
- Cassidy Nguyen – District Manager, Wells Fargo