

Colleen Zukatis

221 Crum St
Laingsburg, MI 48848

603-943-1920
Colleen.Zukatis@gmail.com

Skills

Team Management	Complaint Resolution	Customer Service
Lead generation	Negotiation	Service-based Selling
Real Estate Licensed	Data analysis	Project Management

Experience

In Store Branch Manager/AVP 03/2018-current

Huntington Bank-East Lansing, MI

- People Management-delivering performance through people-supporting their performance and development
- Improved employee retention through family-like atmosphere and support
- Make regular outside sales calls to develop and deepen business relationships
- Manage a portfolio of high value consumer and business customers. Leads the process of referring customers to other areas of the bank to meet customer needs, deepen relationships, and build strong internal partnerships pursuant to OCR guidelines for the branch.

Banker/BSSA II, 06/2017-03/2018

PNC Bank-East Lansing, MI

- Demonstrates energy and a desire to succeed; follows through on commitments, pushes self and others to deliver exceptional results.
- Leads by example in driving proactive sales conversation through internal and outbound interactions with a defined sales process including outbound calling, service to sales, teller interactions, appointment setting and effective lobby engagement, ultimately elevating client loyalty.
- Coaches team to effectively provide solutions and advice to improve client financial well-being. Leads effective problem resolution.

Senior Universal Banker, 08/2012-05/31/2017

Citizens Bank- Okemos, MI

-Acquired and deepened the branch customer base through a variety of proactive sales and service activities. Managed the customer experience by identifying opportunities to improve the customer's financial well-being. Worked with partners to grow customer's share of wallet and positioned solutions to drive new revenue and customer loyalty while exceeding sales goals.

-Proficiently managed risk through adherence to all policies and procedure, demonstrated sound judgment within established limits. Demonstrated a heightened scrutiny to identify and avoid loss. Participated in branch daily operations, ensuring they were completed in an efficient and accurate manner. Received high green audit scores.

Assistant Store Manager, 11/2005-08/2012

The Gap - East Lansing, MI

-Supervised a sales force of over 15 employees. Focused on a customer centric culture by recognizing and rewarding team. Partnered with store manager to drive store employee talent attraction and retention efforts with maximum employee engagement. Assisted with on the job training of employees.

-Ensured desired brand experience was fostered in store through individual and team customer interactions. Promptly resolved all customer requests, questions, and complaints. Promoted community involvement to drive brand awareness and loyalty.