

Lynnette Clouse

An effective leader that believes in creating the best experiences for customers and colleagues alike.

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EXPERIENCE

Banking Center Manager III

TCF Bank/Chemical Bank/Talmer

2014-Current

- Lead & inspire team to create great customer experiences
- Encourage team to generate sales and meet goals by matching customer needs to products and services
- Empower individuals to make decisions, do the right thing and assist customers within their authority limits
- Help employees identify their future goals and assist with achievement through mentoring, training, coaching and encouragement
- Build relationships with personal and business customers

Assistant Banking Center Manager

Chase Bank

2007-2014

- Ensure consistent referrals from the teller team through role-plays, show-coaching and positive reinforcement.
- Lead team to create great customer experiences leading to excellent survey results, 90 percentile
- Create a sense of operational excellence. Ensure all branch employees are following policy and procedure. Regularly update, train and test colleagues for adherence and understanding
- Coach bankers on sales tasks such as work-the-lobby, customer conversations, and follow-up calls.
- Accurately and efficiently assist clients with teller or new account transactions

Teller/Vault Teller

Chase Bank/Bank One

2002-2007

- Create great customer experiences & make sales referrals
- Train new employees on systems, cash handling, processes and procedures
- Custodian of TCD, Vault, Canadian
- Back-up for Assistant Manager and perform duties in AM absence

A FAVORITE QUOTE

"Whether you think you can, or you think you can't- you are right"

-Henry Ford

CORE STRENGTHS

Relationship Building

An effective communicator. I build rapport with my clients and coworkers as well as show deep empathy.

Product Pairing

I enjoy helping clients to take advantage of products and services that with benefit them and assist them in reaching their goals.

People Management

An active promoter of colleagues. I enjoy helping others to reach their personal and professional goals. Provide constructive feedback, guidance, check-ins and action plans.