

Sandra Kipfmiller
1868 E. Stewart Rd
Midland, MI 48640
989-280-8003 (Cell)
Kips445@yahoo.com

Education

St. Charles High School
St. Charles, Michigan
Diploma

Delta Community College
Saginaw, Michigan
Associate Degree
Major: Health Science

Northwood University
Midland, Michigan
Bachelor Degree
Major: Management

Professional Experience

Huntington Bank

From October 2011 to Present

Private Bank Operations Specialist

Previously: Assistant Vice President | Lead Private Banking Specialist

Responsibilities and Achievements include:

- Partner with the Director of Wealth Banking Services to manage, develop, and enhance products to meet operating targets and profitability goals. This includes collaboration with Operations, Technology, Risk, Compliance, Legal, etc.
- Experience with Project Planning Software – SmartSheets and analytical data software – Tableau
- Lead PB program through bank and system core conversions
- Manage and maintain Private Bank reporting, system access, development, usage, daily operations, and risk management initiatives
- Partner in the development and training of Wealth Officers, and Specialists to ensure they have the necessary tools and training to be successful in their roles.
- Lead team calls to share program, department, and companywide updates and motivate performance.
- Strategic planning how to grow the business or enhance operations to meet company goals
- Provide client support with any banking, loan, credit, or financial needs while profile for relationship growth opportunity
- Generate awareness of Private Banking/Wealth Management among the bank and community by participating in community functions and developing influential relationships
- Ensure program adheres to bank and Federal regulation while leading the development and maintenance of department policy and procedures

Achievements:

- Private Banking Program percent to goal for 2018: 104.76% in new client growth, 286.09% in deposit growth, and 115.05% in loan production
- Private Banking Program percent to goal for 2017: 170.78% in wealth management fees, 129.37% in new clients, 224.22% in deposit growth, and 221.69% in total loan production.
- Program's percent to goal for 2016: 121.88% in new client growth, 116.23% in service per household, and 235% in loan projection

Bank of America

From June 2002 to September 2011

Personal Banker

Responsibilities:

- To establish new and maintain current customer relationships through analyzing customer finances, and discover current and potential financial needs via grow the bank
- Monitor, analyze, and manager our customer service and how are customers are treated
- Manage branch operations and employees as branch designee.
- Maintain policy and procedure for branch audit
- Ensure that all bank rules and federal regulations are adhered to
- Schedule staff and maintain hours worked with company budget and allowances
- Coach employees on how to build relationships in which will result growth the company
- Develop actions plans to generate revenue for the branch and to achieve personal goals
- Solve customer issues and remove branch exceptions
- Help in completing and maintaining quarterly audits in branch

Achievements:

- 110% of established goals in 2005 and 109% of goals in 2006.
- 125.54% in consumer products goal and 459.69% in loan goal for 2007.
- 2nd quarter performance was 138% to goal, and 3rd quarter performance was 128% in 2008.
- 1st and 3rd quarter 120% and 4th quarter 136% in performance to goal for 2009.
- 1st semester reached 99.1% of goal and 2nd semester reached 123.5% of goal for 2010.
- 1st semester ended at 141.49% to goal in 2011.
- Selected to participate in Collaborative Mentorship Program in 2011
- Excellence in Customer Service in 2002, 2003, 2004, 2006, 2007 and 2008
- Top Customer Service in division for 2006

Kmart Corporation

From October 1999 to December 2002

Supervisor

Responsibilities:

- Prepare and manage all cash going to departments, cashiers, cash drawers, registers and cash office
- Provide coaching and training for all upfront operators.
- Manage all operations for the upfront department.
- Provide excellent customer service to continue customer loyalty.
- Manage all scheduling and hours worked for up front staff and department managers.

Volunteer Organization/Community Involvement:

- Treasurer for Women in Leadership
- Sponsorship Manager for local little league
- Bowl For a Cure event organizer/leader (Relay for life event for the last 15 years)
- Member of United Way
- Saginaw and Midland Chamber of Commerce Member