



# RONSHAWN WILLIAMS

Cell: 504.339.5114  
Email: willr787@gmail.com

• **Dedicated Banking Professional/Branch Leader with 12+ years of experience** in a retail banking setting. A team player with demonstrated ability to communicate and collaborate with individuals at all levels within the organization. Serves customers and fellow employees effectively with attention to detail and hardworking approach. Seeks out opportunities to increase sales, improves processes, and increase customer satisfaction.

## AREAS OF EXPERTISE

Customer Service  
Complaint Handling & Resolution  
Operations Management

Coaching  
Training and Team Building  
Team Leadership

Cash Handling  
Product Knowledge  
Relationship Management

**Metairie Bank and Trust Co - Metairie, LA**  
**Branch Sales Manager**, 05/19 to Present  
**Assistant Branch Manager**, 08/16 to 05/19  
**Banking Officer/Personal Banker**, 08/14 to 08/16

08/14 to Present

- Generate new consumer and business relationships by networking and volunteering in business events.
- Grew consumer loans by 2.5 times the goal the first year and 2 times the goal the second year.
- Conducted sales and operations meetings.
- Coach employees on best practices for sales and rapport building opportunities.
- Received several legendary customer service mystery shop ratings.
- Originate, process and close loans.
- Manage branch expenses.
- Oversee and promote growth of branch employees.

**Chase Bank - Louisiana**  
**Lead Teller Operations Specialist**, 04/14 - 08/14  
**Assistant Branch Manager - Operations**, 03/11 - 04/14  
**Teller**, 10/09 - 03/11

10/09 to 08/14

- Employee training, development, and performance management.
- Managed operational functions including Profit and Loss control, Federal regulated guidelines, and State Compliance.
- Hiring and retaining of employees.
- Providing excellent customer and employee service.
- Providing great leadership for employees.
- Balance and maintain the vault.
- Handle customer everyday transactional needs.
- Cross-sell bank products and services.

PROFESSIONAL EXPERIENCE

**EDUCATION AND TRAINING**

**Delgado Community College - New Orleans, LA**  
**Concentration in Accounting**

08/06 to 05/09

**Nicholls State University - Thibodaux, LA**  
**Concentration in Civil Engineering with a minor in Accounting**

08/02 to 12/03

**Bonnabel High School - Metairie, LA**  
Graduated with H.S Diploma; concentration in college prep classes

8/99 to 5/02

**Training:** Leadership Jefferson class of 2021

**COMPUTER SKILLS**

Databases tools: **Microsoft Office**

Operating Systems: **Windows 10, Vista, XP, 2000, NT, Windows 7**

Other Skills: **Adobe, Excel, Horizon XE, Decision Pro, LaserPro**

**COMMUNITY SERVICE AND ORGANIZATIONS**

**Louisiana Lions International Member**

**African American Male Wellness Walk - New Orleans**

**Junior Achievement Board Member**

**African American Initiative - Metairie Bank**

**Various small bank sponsored community service projects**