

# Susan Carter Tropea

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## Objective

To re-enter the workplace using my interpersonal, management, organizational and customer service skills.

## Education

Bachelor of Science : Business Management,  
1991 West Virginia University - Morgantown, WV  
2014 - Present : Montgomery College: Pre-Nursing

Stay At Home Mom

January 2004 to Current

Domestic Manager - Kensington, MD

Manage a household of 4. School volunteer for classroom projects, lunch distribution and nursing office. Girls on the Run coach. Chair of the Father Daughter Dance. Co-chair of the school 5K race. Marathon runner.

## Professional Experience

Banking Center Manager

January 1999 to January 2004

Bank of America - Chevy Chase and Bethesda, MD

Responsible for managing a large size consumer banking center. Lead, managed and coached a team of sales and service professionals. Met and exceeded sales targets, ensured the operational excellence of the banking center and created an excellent customer experience. Supervised and coached a team of fifteen. Communicated with consumer market managers to ensure goals were exceeded in all areas. Conducted performance assessments and updated staff on business developments. Managed all aspects of a successful business including resource management, operational excellence, managing partnerships, associate development and proficiency, building and retaining customer relationships. Created workforce stability by cultivating an engaged and well coached team. Executed sales and service plays and processes.

Consumer Banker

January 1996 to January 1999

Bank of America - Chevy Chase, MD

Responsible for offering and selling financial products and services to both individual and small business customers/clients. Acted as the financial liaison to customers/clients for building, deepening, and retaining longterm relationships while providing excellent customer service. Responded to customer inquiries and created solutions.

Events Coordinator

March 1993 to March 1996

The Kidney Foundation - Chevy Chase, MD

Accountable for planning and implementing fundraising activities which included a national chili cook-off and a golf tournament. Organized speaking engagements for kidney disease awareness. Assisted in the

cultivation and solicitation of individual and major gifts and fundraising for corporate and foundation support.

Sales Associate

January 1991 to March 1993

Nordstrom - Bethesda, MD

Provided outstanding customer service, developed strong relationships and built an individual sales volume.