

Jonathan M. Werner

Mobile, Alabama -E:Wieheibtdu@gmail.com- M:305-298-9339 - www.jonathanmwerner.com

Business Analysis & Reporting

Meticulous **Business Analyst** who undertakes complex assignments, meets tight deadlines, and delivers superior performance. Possesses practical knowledge in corporate finances and business management. Applies strong financial planning and analytical skills to inform senior management of key trends and reduce company expenditures by more than \$50,000. Operates with a strong sense of urgency and thrives in a fast paced setting. **Fluent in Spanish and German. Core competencies include:**

- Financial reporting
 - Project Management
 - Financial Analysis
 - Financial Statements
 - Corporate Finance & Financial Services
 - Market Analysis
 - Client Relations
 - Strategic Planning Forecasting
 - Statistical Analysis
 - Management
-

Professional Experience

Wells Fargo Bank • 2012-2015

One of the largest banks in the United States, producing a portfolio of banking and investment products that supports customers in achieving their financial goals. The company has over 9,000 branches and operates in 35 countries.

Service Manager II • Nov 2014-Apr 2015

The service manager assists the store manager in positioning the store team for success. Responsibilities include assisting with hiring, training, coaching and developing a highly engaged service team. The service manager consistently ensures compliance with all operational regulations, sales & service processes, policies and procedures, and completion of compliance requirements.

- Enhanced customer service scores by actively participating in the consumer complaint process.
- Increased the branch's sales 15% over our quarterly goal.
- Passed our annual branch audit with a 96% rated grade.
- Improved our daily vault cash movement efficiency by setting up a schedule for cash pickups. (Over a million dollars per day)
- Gave a presentation at our annual managers meeting on employee retention.

Customer Sales Representative • Sep 2013-Nov 2014

Customer sales representatives sell retail banking products and services. They manage customer portfolios, services relationships and cross-sell all products and services. They provide a broad base of financial and credit services with the goal of acquiring 100% of the customer's business. They use analysis tools to identify cross-sell opportunities and make outbound sales calls to increase product per customer ratio.

- Developed, nurtured, and grew our Hispanic customer base by 80%.
- Second place in the Mobile market for new accounts during my second quarter.
- Cut down customer waiting period by 2 minutes with an improved method of customer time management.
- Award for consistently having good customer service scores for an entire year.

Bank Teller • Dec 2012-Sep 2013

Tellers are able to process a variety of tasks including exercising excellent customer service in all customer interactions,, managing and resolving customer concerns, following procedures to minimize errors and manage risk on behalf of customers, while providing information on new products and services. Tellers consistently balance their cash daily, have great rapport with people, and meet their performance goals.

- Cross sold the most credit cards in my branch during my second quarter.
 - Lowest operating cash loss during my first quarter.
 - Custodian of the branch's ATM machine.
-

Education

University of South Alabama • Mobile, AL -2012

Bachelor of Science in Business Administration

Award for achieving first place in Global Business competition.

Member of Phi Theta Kappa Honor Society

Dean's List

Technical Skills

Proficient in QuickBooks, Microsoft Project, Access, Microsoft Office (Excel, Outlook, Power Point, and Word)