

This Thrive! Resume strategically reframes Paul's experience as a bank branch manager to support his current goal – a position as training specialist in one of several related industries.

Resume strategy is always important, but it's absolutely critical in a career transition, whether your goal is attaining a different role or moving into an entirely new industry.

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INSURANCE ● RETAIL & COMMERCIAL BANKING ● FINANCIAL SERVICES ● TECHNOLOGY ● CUSTOMER SERVICE

Dynamic Training Specialist

Articulate, personable change catalyst with proven ability to “hit the ground running,” achieve employee buy-in and attain ambitious goals through well-targeted training that ignites positive change.

Strengths: Implementation Management ~ Adult Learning Methodology ~ Desk-Side Coaching
Software Migrations ~ Facilitation ~ Curriculum Development ~ Post-Implementation Support ~ Call Center Training
M&A Integration – Large Group Seminars ~ Webinars ~ eLearning Environments ~ One-on-One Tutoring ~ Classroom Training

PROFESSIONAL EXPERIENCE

WELLS FARGO BANK ● San Antonio, TX

2011-Present

Implementation Training Specialist & Branch Manager

Handpicked as Implementation Training Specialist from an initial boot camp of 35 highly qualified trainers (and 250 applicants) during a demanding vetting process including live presentations. Selected based on a record of success driving change by energizing groups of dispirited, stressed employees through a unique blend of training, motivation, coaching and encouragement.

Challenged to deliver successful training under the most demanding circumstances on an aggressive schedule after acquisition of more than a dozen locations. Rapidly assimilated new material, often within 24 hours, while continuing to serve as branch manager. Developed expertise in technology and corporate culture while managing learners' emotional factors in a post-acquisition environment.

- **Delivered training to activate software implementation for 1,500+ employees at 285 offices in 12 months without disrupting the workday** for overworked employees overwhelmed by the recent merger and fearful of job loss.
- **Elevated employee engagement 11% and use of software 85%**. Championed the optional software package, persuasively extolling its benefits to highly independent executives and branch managers accustomed to making their own decisions.
- **Achieved the highest possible training feedback, consistently earning 100% top scores (all ones on a scale of one to five)**. Lauded by trainees for being patient, articulate and knowledgeable.
- **Performed additional short-term training as a consultant for Morgan Stanley Smith Barney and TD Bank** through AllSys.

SUNTRUST BANK ● Atlanta, GA

2007-2010

Trainer & Branch Manager

Volunteered to take on the most challenging branch beset with financial problems, a lack of leadership, high turnover, disorganization and poor employee morale during a merger. Chosen based on ability to transform dysfunctional cultures and lead high-achieving teams. Sparked positive changes to corporate culture through training, education and motivation. Inspired trust through open communication. Implemented strong training program and industry procedures, enabling the branch to pass critical FDIC audits and remain open.

- **Increased employee performance from 23% to 87% in just 6 months on standardized skills assessments**, though highly effective adult education strategies focused on training, motivation and productivity.
- **Trained 300+ employees in customer service and technology as Trainer and de facto Implementation Manager for the region**, in addition to duties as branch manager.

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- **Attained buy-in for a shared vision of positive changes by aligning users** with a support system and peers.
- **Transformed worst performing branch in the region to #1 in household products and #1 in deposit accounts**, within a region of nine branches. Achieved multimillion-dollar financial goals in multiple areas.
- **Elevated employee engagement 22% over one year** among newly trained team members.

STATE FARM ● Atlanta, GA

2005-2007

Licensed Financial Facilitator [de facto Implementation Trainer]

Selected to train insurance agents in the financial industry, based on broad experience within the financial services sector paired with training expertise. Developed training plan enabling insurance professionals to achieve fluency in the financial services sector with no loss of productivity during training, to deliver exceptional customer service and achieve sales goals.

- **Propelled office to #1 in sales and broker to one of the top ten in the state**, with \$10M book of business.
- **Earned five certifications within 45 days** to become a licensed insurance professional.
- **Achieved status as #1 sales producer in the state** for two consecutive years.

BANK OF AMERICA ● Atlanta, GA

2003-2004

Branch Manager / Trainer

Recruited to lead staff during two mergers in three months, and reverse negative impact on employee morale, turnover and branch financial performance. Transformed corporate culture from a stressful work environment to a high-performing, well-trained team of dynamic bankers attaining ambitious goals in a highly productive yet fun work environment.

- **Increased employee engagement 17% in less than six months** through training and positive reinforcement.
- **Led the worst-to-best transformation of a troubled branch, from #26 to #1 (of 26) in less than one year** through dynamic leadership, mentoring line supervisors and improving customer service.
- **Exceeded goals for new accounts and total deposits** by 32% to 45% each year.
- **Navigated two mergers, integrating teams with new colleagues and systems** while achieving all goals.

EDUCATION & CREDENTIALS

Master of Business Administration (expected 2017) – WALSH COLLEGE

Master of Science in Project Management – AMERICAN INTERCONTINENTAL UNIVERSITY

Bachelor of Science in Project Management – UNIVERSITY OF DETROIT MERCY

Licensed P&C, Life & Health Insurance Broker

COMMUNITY INVOLVEMENT

Mentor: San Antonio Boys and Girls Clubs & Center for Financial Literacy

Member: San Antonio Children's Center | **Volunteer:** Open Door, Ovarian Cancer Institute of San Antonio