

CHAD CARROLL
816-547-9313 | chdcarroll@gmail.com

FINANCIAL PROFESSIONAL

Ambitious, self-motivated, personable, and professional

<ul style="list-style-type: none">▪ Strategic Sales Planning▪ Process Implementation▪ Client Development▪ Referral Generation	<ul style="list-style-type: none">▪ Achieves aggressive new business acquisition, account development, and market penetration goals in a highly competitive environment.▪ Manages complex sales cycles from needs assessment to proposal generation, negotiation, closing, and implementation. Cultivates new relationships with business owners and retail clients.
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PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

Busey Bank, Leawood, KS
Customer Care Team Manager

2022-Present

Responsible for leading a regional customer care team that supports internal partners and external clients throughout ten states. Providing extraordinary service to our clients to contribute to their overall well-being.

Key results include:

Digital Banking, successfully supported the digital banking migration of 10,000 clients. Assisted with pre-migration training and collaborated with internal departments to resolve system limitations. Provided leadership assistance to third party support teams during the migration period.

Efficiency, overall client care team request volume has increased 71% (July 2023) year over year, maintained current staffing model while continuing to meet service level agreements.

Productivity, developed a four-week training program to onboard newly hired team members. Evaluated and determined proper metrics to create monthly team and individual scorecards. Established bi-weekly meetings with team members to focus on development.

CommunityAmerica Credit Union, Lenexa, KS
Contact Center Manager, Inbound Sales

2016-2022

Responsible for leading a team of inbound sales agents who are tasked with delivering exceptional service and educating our members on products and services they would benefit from.

Key results include:

Team Growth, developed relationships with agents to enhance morale and create a team culture built on trust and accountability. With my focus on individual development my agents had the opportunity to be promoted into elevated positions within the credit union.

Sales Performance, Focused on operational metrics to achieve monthly sales goals, including service level agreements. Along with new account and referral generation for internal departments. Streamlined processes to improve efficiency and cost mitigation.

Collaboration, worked within the member service centers to develop relationships to achieve organizational goals. Communicated with the retail branch network, various internal departments, and third-party vendors to service our member base.

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PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

U.S. Bank N.A., Shawnee, KS 2011-2015
Branch Manager II

Maintained the highest ethical standards while providing clients with the essential products that were necessary to maintain their satisfaction and loyalty.

Trained and developed team members to prospect new business, penetrate existing accounts, and further expand partnerships. Identified and solved client issues and concerns within a specific time frame.

Key results include:

Managed multiple branches, developed two separate branch teams within my district.

Joined forces with peers to best serve each client, particularly important when a business owner operates out of multiple locations, requiring localized service and banking support.

Achieved an average of 50% above sales threshold, by focusing on assessing clients' needs, presenting value-added solutions, and serving as a trusted consultative partner.

Houlihan's Inc., Leawood, KS 2008-2011
Lead Server, Non-Administrative Supervisor, Social Media Coordinator

Maintained over 20 employees at a privately held restaurant with gross weekly sales of \$100,000.

Partnered with general and kitchen managers to provide exceptional service and develop new and fresh marketing strategies to maintain sales goals implemented by the corporation.

Key results included:

Growing social media site from 10 members to over 1,000, by understanding and providing members with virtual contests and incentives that sustained their commitment to our brand.

Utilizing corporate resources, developing new and innovative beverages along with food presentation.

Killer Bee Fireworks, Grandview, MO 2001-2009
Product Sales Manager

Established new locations by acquiring a new client base. Arranging market research to develop the correct product line for market penetration.

Key results included:

Produced year over year growth in various markets, working in several markets within the Kansas City metropolitan area.

Managed over 50 employees, scheduling, hiring, and developing new employees.

Implementing new strategies for employee retention, collecting crucial information from previous employees and managers to retain current associates. Recouping lost revenue from employee training.

ACADEMIC

Bachelor's Degree
Columbia College, Columbia, MO

Associate Degree
Longview Community College, Lee's Summit, MO