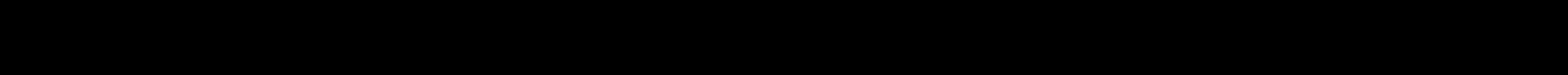
**PLAMEN BRANDT**



**7901 East Belleview Avenue Apt 344, Englewood, CO 80111 | (559) 408-8694 | brandtplamen@gmail.com**

**Professional Summary**



A result-oriented leader focused on maximizing profitability by managing all accounts systematically and logically.

Committed to ideals of consistency and dedication to build the most successful business practice.

Excellent management skills for coordinating system conversations and staff members.

Productive communication skills for both internal and external customers to ensure quality service.

**Qualifications**

|  |  |
| --- | --- |
| * Excellent analytical skills | * Excellent verbal and written skills |
| * Selling and negotiating abilities | * Knowledge of business environments |
| * Considerable expertise in research | * Excellent technical report writing skills |
| * 6 years of financial experience and knowledge * Strong Leadership | * Excellent interpersonal and networking skills |

**Work History**



**Team Manager** 03/2018 to Current

**US Bank** –Englewood, CO

* Hired, coached, and lead call center representatives as they provided support for customers
* Analyzed large quantities of data to improve processes and ensured that resources are properly allocated
* Reviewed many complex metrics daily, and delivered simplified feedback to improve development
* Hand-picked to lead Fidelity VIP team for affluent clients
* Monitored progress and developed communications
* Took on other tasks and projects to support employees, other managers and call center operations
* Managed multiple tasks and deadlines along with project management skills
* Provide information to the staff regarding system, policies, rules and regulations

**Service Advisor** 10/2017 to 03/2018

**US Bank** –Englewood, CO

* Managed customer calls effectively in a complex, fast-paced and challenging call center environment
* Analyzed complex statements and simplified information to educate card members
* Managed high call volume with tact and professionalism
* Accurately documented, researched and resolved customer service issues
* Demonstrated dedication to continuously improving customer service and product knowledge
* Qualified to acquire enough knowledge about human resources and banking operations
* Acquired gateway experience

**Customer Service Representative** 04/2015 to 08/2017

**Union Bank** –Fresno, CA

* Oversaw and ensured adherence to banking standards across departments
* Assisted in the development and implementation of sales plan and promotional strategies
* Generated new business to assist in meeting established profitability goals
* Ensured practical application of applicable laws and regulations

**Sales Associate** 02/2013 to 04/2015

**Citibank** –Fresno, CA

* Supported bank sales team in identifying customer needs and promoting current offers
* Prepared and delivered presentations to clients, informing them about various financial and investment services
* Evaluated company fiscal earnings against market demands
* Developed excellent customer relation

**Education**



|  |  |
| --- | --- |
| **Bachelor of Science**: International Finance | 2019 |
| **University of Colorado Denver** - Denver, CO |  |