COLLEEN BRADLEY

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# **EDUCATION**

MOORE SCHOOL OF BUSINESS, University of South Carolina Columbia, SC, USA

**Bachelor of Science, Business** **Administration**  May 2016

**Majors:** Management (concentration in Human Resources), Marketing

**Minor:** Sport and Entertainment Management

**Awards:** LIFE scholarship recipient

**EXPERIENCE**

 U.S. BANK South Carolina, USA

**Risk/Compliance/Audit Professional – 3 (Officer)** October 2016- Current

Assess and helps manage risks that may impact the company, including credit, financial, operational, reputational, strategic, etc.

* Help improve the quality of Anti Money Laundering functions for multiple lines of business within the Customer Due Diligence and Operations scope
* Review trends, transaction documents, periodic reviews, onboarding cases, and EFCC alerts for adherence to due diligence standards; identify gaps and escalate any risks as appropriate
* Encourage a cohesive work environment amongst other Business Risk Professionals, Business Risk Managers and other Business Partners.

Wells fargo Columbia, SC, USA

**Personal Banker** May 2016-October 2016

Held conversations with customers and conducted detailed financial reviews, suggested products and services that meet their needs and help them succeed financially

* Set and surpassed performance goals, and worked with management to increase effectiveness
* Contacted customers by phone to follow up to ensure customer satisfaction and build relationships
* Examined accounts, business portfolios and overall financial relationships at a comprehensive level

Wells fargo Columbia, SC, USA

**Lead Teller** July 2014- May 2016

Assessed the needs of customers and solved problems while supervising and coaching other employees in a team environment

* Provided skilled customer service to build rapport that reflects company values.
* Contributed and leads a staff of tellers who average 3.27 contributes per day (year to date.)
* Acquired expertise in supply chain operations and annual audit protocol.
* Participated in a Store Operations Control Review in May 2015 and received a score of 96%.

Columbia fireflies Columbia, SC, USA

**Student Sales Ambassador** January 2016- April 2016

Raised brand awareness throughout the community while trying to promote season ticket packages

* Developed expert level knowledge in all areas of the minor league organization
* Gained experience in different selling techniques including cold calling, group selling, face-to-face
* Provided input on several different marketing campaigns to prepare for inaugural season

**AWARDS** CSR of the quarter, Wells Fargo 2015 President’s Award recipient, U.S. Bank Silver Shield Award (2x), U.S. Bank Bronze Shield Award (2x)

**ACTIVITIES** City of Cayce Beautification Foundation- President

 Artists for Africa- Board Member

 U.S, Bank Community Service Team,

**I.T. SKILLS** Hogan, Fusion, IBM Software, NICE, Actimize, Eclipse, Casper, SharePoint, Microsoft Office, Microsoft Teams, Skype, Teams, Social Media