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COREY TREAT

Branch Manager - Assistant Vice President at Regions Bank

PROFESSIONAL SUMMARY

Visionary Branch Manager with over a decade of financial services experience, known for transforming underperforming teams and branches. Successfully elevated branch ranking from the 74th to the 21st percentile and achieved 201% of loan goal within the first full quarter. Combines results-driven leadership with a strong commitment to customer service, team development, and community engagement. Proven ability to drive growth, operational excellence, and a culture of accountability.

EMPLOYMENT HISTORY

BRANCH MANAGER - ASSISTANT VICE PRESIDENT Aug 2024

Regions Bank Edgewater, Florida, United States

- Elevated branch performance from the 74th to the 21st percentile bank-wide.
- Achieved 201% of loan goal in first full quarter.
- Lead a team of 4 with a focus on coaching, clear performance expectations, and targeted development plans.
- Developed and implemented a branch coaching plan covering essential processes such as holds, cash drawer management, and client ID procedures.
- Structured call blocks and outbound call processes, resulting in an average of 20 successful weekly client conversations.
- Built partnerships with local businesses and community organizations, positioning the branch as a trusted financial partner.
- Maintained operational soundness and compliance through regular oversight and training.

SENIOR FINANCIAL RELATIONSHIP CONSULTANT - TEAM LEAD Jul 2021 - Oct 2024

Regions Bank Orange City, Florida, United States

- Maintained 91% client satisfaction (KDS) in 2024; 83% overall during tenure.
- Contributed to \$9.2 million in branch growth (16% increase).
- Increased investment revenue by 2755%, ranking in top 90th percentile.
- Averaged 177% of loan goals quarterly, ranking in 72nd percentile bank-wide.
- Mentored and coached bankers in consultative selling, client engagement, and tele-connecting strategies.

ASSISTANT BRANCH MANAGER Nov 2018 - Jul 2021

Arvest Bank Hot Springs National Park, Arkansas, United States

- Oversaw daily branch operations and teller team performance.
- Created onboarding and training programs to improve sales outcomes.
- Promoted client-centric service and needs-based financial solutions.

LEAD CUSTOMER ADVOCATE Sep 2015 - Nov 2018***Bear State Bank Hot Springs, Arkansas***

- Delivered personalized financial advice and improved cross-sell ratio by 20%.
- Built client loyalty through service excellence and financial product education.

TELLER Oct 2014 - Oct 2015***Bear State Bank Hot Springs, Arkansas, United States***

- Processed transactions with accuracy and promoted digital banking tools.

CUSTOMER SERVICE ASSOCIATE May 2014 - Dec 2014***Lowe's Companies, Inc. Hot Springs National Park, Arkansas***

- Delivered exceptional service while managing transactions and special orders.

TEAM LEADER Jan 2004 - May 2014***Chick-fil-A***

- Managed operations, staff development, and customer service in high-volume settings.
- Reinforced brand standards and resolved customer concerns effectively.

EDUCATION

ASSOCIATE OF APPLIED SCIENCE IN BUSINESS ADMINISTRATION AND MANAGEMENT May 2023***Ivy Tech Community College***

Focused on practical skills and applied knowledge, with courses in management, accounting, computer applications, business communication, customer service, economics, information systems, and finance. Developed technical skills, work habits, and leadership skills, as well as the ability to communicate effectively, solve problems, and make decisions.

Mar 2007 - Mar 2008***Daytona State College*****HIGH SCHOOL DIPLOMA Oct 2002 - Jul 2007*****Mainland High School***

High School/Secondary Diplomas and Certificates

COURSES

- COACHING AND DEVELOPING EMPLOYEES – LINKEDIN LEARNING
- CREATING PSYCHOLOGICAL SAFETY FOR DIVERSE TEAMS – LINKEDIN LEARNING
- BUILDING RAPPORT QUICKLY – LINKEDIN LEARNING
- LEADERSHIP FOUNDATIONS – LINKEDIN LEARNING
- JAVASCRIPT: UNDERSTANDING THE WEIRD PARTS – UDEMY
- AMORTIZATION SCHEDULES IN EXCEL – UDEMY
- EXCEL DASHBOARDS IN AN HOUR – UDEMY
- BUILDING RESPONSIVE WEBSITES (HTML5/CSS3) – UDEMY
- SSL & WEB SECURITY ESSENTIALS – LINKEDIN LEARNING

SKILLS

Customer Experience, Accounting, Business Communications, Customer Service, Economics, Finance, Information Systems, Food Preparation, Supply Ordering, Stocking, Time Management, Credit Cards, Building Maintenance, Community Engagement, Cash Handling, Scheduling, Coaching & Mentoring, Branch Banking Operations, Sales, Retail Banking, Training & Development, Cross Selling, Restaurant Management, Inventory Management, Customer Satisfaction, Banking, Retail Sales, Loans, Credit, Front-end Development, PowerPoint, Microsoft Word, Microsoft Office, Microsoft Excel, Microsoft Outlook, JavaScript, Critical Thinking, Leadership, People Skills, Team Leadership, Teamwork, Team Building, Customer Service Management, Management, Communication, Team Management, Coaching, Training, Mentoring, Relationship Building, Resiliency, Labor Control, New Account Opening, Customer Service Training, Professional Phone Skills, Teller Operations, Consumer Services, Banking Relationships, Loan Closings, Branch Management, Branch Operation, Diversity & Inclusion, Building Trust, Back-End Web Development, Secure Sockets Layer (SSL), Deal Closure, Sales Process, Sales Strategy, Web Services API.

LANGUAGES

English.