

Cathleen “Cathy” Ball
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Goffstown, NH 03045
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Objective: To be elected Goffstown Town Clerk enabling me to serve community residents by providing efficiency while retaining the small town atmosphere of friendly and helpful service

Experience

Office Assistant/Warranty Administrator/School Bus Driver
Goffstown Truck Center, Inc. Sept. 2004 – Present

Branch Sales & Service Manager
Citizens Bank, Goffstown NH 1976- May 2004

Accomplishments

- Recognized for exceptional branch bank customer service
- Grew bank customer base to 52% of community market share
- Generated customer deposits and maintained \$56 million deposit base/cost center
- Retained 3 staff members, each for more than 15 years

Responsibilities

- Provide quality customer service to exceed customers’ expectations
- Oversee all internal branch bank operational and regulatory compliance functions
- Project and manage branch income and expenses within budget guidelines
- Supervise staff of 13 full and part time employees
- Develop team members’ skills and coach daily to provide exceptional customer service
- Create and implement staffing model to service customers efficiently
- Partner with bank specialists in other divisions to assist in reaching corporate goals
- Promote community awareness of financial services through public presentations
- Expand customer household relationships by probing customers’ needs
- Utilize all applications of Microsoft Office
- Train staff to operate 3 software programs for lending, customer service & transactions
- Interact with corporate help desk to resolve computer operational issues
- Prepare and file legal documentation to secure collateral
- Notarize and signature guarantee official documents

Education

Graduate of Goffstown High School 1975
Continuing Education:
UNH Manchester, American Institute of Banking 1978-1982
Citizens Bank Corporate Development Programs:
Finance, Management, Sales, Compliance and Human Resource 1976-2004