

Oliver Knightley

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Work experience

Bank Manager

Barclays Bank

2019 - Present

London

Oversee high-performing teams, optimise branch operations, and deliver exceptional customer service. Leverage strong leadership skills and strategic thinking to contribute to ongoing success in the competitive banking sector. Cultivate enduring client relationships and implement innovative business strategies while ensuring compliance with regulations.

- Achieved 25% growth in customer base within one year by implementing targeted business development strategies and fostering customer-centric practices.
- Reduced branch's average loan processing time by 30% through implementation of streamlined workflows and digital solutions, resulting in increased customer satisfaction and improved operational efficiency.

Assistant Bank Manager

London Bridge Financial Center

2017 - 2019

London

Provided assistance with branch operations, including cash management and loan processing. Addressed customer inquiries and resolved issues promptly. Collaborated with departments to streamline processes and enhance branch efficiency.

- Attained a 15% increase in branch revenue by effectively cross-selling financial products and services to customers.
- Successfully reduced customer complaint resolution time by 30% through improved communication and problem-solving skills, resulting in higher customer satisfaction ratings.

Personal profile

Highly motivated and results-driven Bank Manager with 5+ years of experience in the financial sector, specialising in branch operations. Proven track record of delivering exceptional results by driving sales, optimising operations, and ensuring top-notch customer service. Adept at leading and inspiring teams to achieve and exceed targets while ensuring regulatory compliance.

Skills

Banking Regulations & Compliance
Operations Management
Customer Service
Budgeting & Cost Control
Team Management
Staff Training & Development
Sales & Marketing

Education

Master of Business Administration (MBA)
London Business School, 2016 | London, UK

Bachelor of Science (BSc) in Finance
Cass Business School, 2014 | London, UK