

# **MITCHELL M. KRIGEST**

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## **PROFESSIONAL EXPERIENCE**

### **BANK OF AMERICA (formerly FLEETBOSTON FINANCIAL CO.)**

**Cambridge, MA**

***Senior Personal Banker***

**1/01-**

**Present**

- \*Sell Consumer and Business New Accounts, Credit Lines, Loans and Mortgages
- \*Originate refinance and first-time Homebuyer loans
- \*Manage Small Business Banking relationships as designated Banking Center liaison
- \*Make outbound telephone calls to businesses in effort to sell banking services
- \*Refer government-backed loans to Mortgage Loan Officer
- \*Serve as Banking Center Champion and represent banking center as the point person for the sale of Consumer Real Estate, Business Banking, and Group Banking Personal Account Sales

### **BANKBOSTON INVESTOR SERVICES and BANKBOSTON**

**Dedham, M**

***Financial Services Associate and Sales Specialist***

**9/95 -**

**1/01**

- \*Sold third- party mutual funds; Fidelity in a call center environment
- \*Built well-diversified mutual fund portfolios using CDA Wiesenberger for client presentation
- \*Provided sales and marketing support to a team of Financial Advisors
- \*Supervised a team of inbound call center Sales Representative in the capacity as a Sales Specialist

### **BAYBANK BOSTON**

**Boston,**

**MA**

***BayFast Inbound Call Center Sales Representative and Branch Banking Associate***

**9/90 -**

**9/1995**

- \*Sold financial products; Consumer Accounts, Home Equity Lines and Mortgages in a call center environment
- \*Reviewed credit bureaus and made credit decisions on consumer loans

## **OTHER EXPERIENCE**

### **NEWTON WELLESLEY HOSPITAL**

**Newton, MA**

**Volunteer**

**4/2008-**

**present**

## **EDUCATION**

**New England Banking Institute, Banking Branch Management Certificate 1993**

**Suffolk University, B.S. Marketing 1990**

### **AWARDS and RECOGNITION**

- \*Recognized on a continuous basis for Bank of America Spirit
- \*Awarded Premier Club designation for Investment Sales in 2001 for Fleet Bank
- \*Honored with Above designation and MVP Awards in 1996 for BankBoston
- \*Honored with Above Standard designation in 1993, 1994 and 1996 for BayBank
- \*Won Sales Contest Trip to Bermuda in 1994 for BayBank
- \*Exceeded sales results for Q4 2006, Q1 2007, Q2 2008, Q3 2008

### **STRENGTHS**

- \*Consistently demonstrate outstanding communication skills by building trust, credibility by understanding customer/ client needs
- \*Turn negative situations into opportunities; looking for upside to benefit customer