SAMPLE ACCOMPLISHMENT STATEMENTS

- Designed a 5-month training program for career employees that was expanded and implemented nationwide as an in-service training program. Determined course requirements, coordinated arrangements, selected and contracted trainers, selected and purchased training materials. Three hundred employees have been trained annually. (Received Cash Award)

- Managed and coordinated, independently, the mailings, handouts and site logistics of three meetings during a 30-day period. Arranged for 50 people from five agencies and ten companies per meeting to be cleared in advance to enter Main State. Met all deadlines and resolved last minute details.

- Lead member of team responsible for implementing an automated accounting system for foreign exchange to provide immediate access to currency deposits and availability. Information provided to management and foreign exchange traders was improved by 100%.

- Headed a project team responsible for the evaluation of procedures and policies. Implemented and managed changes for better utilization of resources based on team findings.

- Achieved team and individual incentives for identifying fraudulent activity and preventing losses. Net loss avoidance averages over $2 Million annually.

- Introduced new word-processing system for the Letter of Credit Department which improved quality, speed and accuracy of documents by 100% and reduced operating costs by $60,000.

- Instrumental in retaining 85% of customers through completion of Verizon Fios wireless conversion project. Awarded a cash bonus award from executive management.

- Served as liaison between CoreStates and Pennsylvania Higher Education Assistance Agency (PHEAA) which resulted in student loan accounts being updated in a timely matter.