**TERRANCE J. EMPY**

**T E**

469-340-7277 terrance.empy@gmail.com Dallas, Fort Worth, TX

**WORK EXPERIENCE**

• Service-Focused Professional with a solid background and over 7 years of diverse experience in retail and banking industries. Adept at delivering solutions at a corporate level.

• Highly proficient at driving and providing process improvements to expedite optimal productivity and profitability, possess excellent communication skills, client retention skills, risk management, and strategic planning.

• Adept at leading through collaboration, innovative thinking; and execution excellence.

**JPMorgan Chase, Lewisville, TX                                                   Mar 2021 – Present**

**Transaction Specialist I**

• Operate Imaging/Extraction Equipment, including ITRAN, IBML, OPEX 7200, OPEX 150

•Analyze information to determine the accuracy and completeness of work.

• Oversees proficiency in all complexities, processing models, and department equipment.

• Ensure that all customer and bank guidelines are followed as related to operations, internal audit and security, and general practices.

• Input data into corresponding systems while following standard operating procedures and customer-specific instruction for processing.

• Balance/Reconcile electronic and paper documentation.

**JPMorgan Chase, Dallas, TX                                                     Feb 2016 – Mar 2021**

**Lead Associate**

• Oversee continuous improvement and change management mindset; identify business needs/requirements and drive process improvements.

• Work with the leadership team to define project requirements and translate business objectives to technical tactical plans.

• Assist Branch manager Associates to ensure customer financial transactions are completed accurately and efficiently while complying with all policies, procedures, and regulatory banking requirements.

• Manage branch operations and controls and ensure that employees are complying with company policies and updated regulatory changes.

• Initiate various tools, including CRM and KPIs forecasting tools to determine system scope.

• In-depth knowledge of risk management techniques from both a decision and mitigation perspective.

• Complete special procedures for customers such as ordering new checks, stopping payments, or investigating identity theft.

**PLS Financial Services, Dallas, TX                           Feb 2013 – Feb 2016 Assistant Store Manager**

• Prepared and received cash shipment from cash carriers to ensure the store stayed within its cash storage limits.

• Assisted Store manager in developing networking strategies with community partners to deepen and broaden our customerrelationships.

• Implemented aggressive marketing plans to grow the existing client base and target prospective clients.

• Evaluated employee performance and identified hiring and training needs by coaching and supporting new and existing Customer Service Representatives.

**QUALIFICATIONS**

• **Texas A&M University-Commerce,** Commerce, TXMaster of Business Administration

Minor in Finance

• **The University of North Texas at Dallas,** Dallas, TX

Bachelor of Business Administration in General Business **(**May 2019).

• **Licenses & Certificates:**

Notary Public (Nov 2019 – Nov 2023)

**HIGHLIGHTS**

• Business Development

• Program Development

• Forecasting

• Report Documentation

• Staff Development

• Risk Mitigation

• Communication Skills

• Organization Skills

• Teamwork

• Operations Managenet

• Sales Management

• Stakeholder Analysis

• Customer Relations

• Change Management

• Policy Compliance

• Market Research

• Analytical skills

• Time Management

**SOFTWARES:** CRM, KPIs, M.S Office.