

**Karen Archer**  
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## **PROFILE SUMMARY**

Educated in English and French, I'm a bearer of 2 bachelor degrees from San Diego State University. My recent professional experience includes a Personal Banker III position in Norfolk- VA and that of a Car Dealer in Yokosuka - Japan.

## **EDUCATION**

**San Diego State University:** B.A Communication/Media Studies May 2008

**San Diego State University:** B.A International Politics August 2008

**Santa Monica College:** A.A. Liberal Arts June 2005

## **RELEVANT COURSEWORK**

- Business, Communication, Public Relations, Advertising, International politics
- Proficient in Word Perfect, Mac OS10.0 MS Word, Power Point and Excel, Windows XP/ VISTA

## **PROFESSIONAL EXPERIENCE**

**SunTrust Bank**; Norfolk; Virginia **Personal Banker**

Jun 2014- Present

- Maintained high standard of performance record through exceptional customer service, attention to detail and thorough follow-up.
- 2014/ 2015 /2016 top 5 banker in the Norfolk Division
- Gain an understanding of each client in order to identify current and future financial needs and refer to appropriate financial partners.
  
- Achieved higher than average sales surpassing company new employee records
- Remained among top 20 representatives bank wide throughout the state of Virginia.
- Provide professional client service, which includes, but is not limited to: performing accurate transactions, greeting the client, smiling, using the client's name during the transaction, and thanking each client for his or her business. Refer clients to other branch personnel as needed.

**Phil's Car Dealership**, Yokosuka Japan: **Car Sale Associate** Sept 2012- Feb 2014

- Actively participate in the planning, development and monitoring of the budget for assigned areas
- Regularly exceeded monthly targets
- Increased company sales by 30% by introducing new growth drivers such as social media advertisement, customer appreciation program and innovative customer service.
- Prepare several monthly journal entries.
- Monitor the appropriateness of expenditures and provide suggestions for cost control and savings.

**U.S Bancorp**, San Diego, CA, **Universal Banker** June 2008 - 15 April 2012

- Opening of new accounts, monitoring and follow up of Student's accounts
- "Employer of the Quarter" distinction in 2009
- Event coordinator for the betterment of Students' Banking life.

**SDV/SAGA CI**, Abidjan, Cote d'Ivoire, West Africa: Internship 20 Jun- 24 Aug 2007

- Assisted in the managing of team of 25 members while providing outstanding customer service.
- Developed advertising and marketing methods for new products and services
- Reported daily staff productivity to the manager.

**SHIEKSHOES** El Cajon, California, USA 08 Aug 05 - 15 Jun 06

- Managed a team of 10 members while cashiering, selling, and assuring store set up to maximize sales opportunities.

**United Nations Environmental Program (UNEP)**, Nairobi, Kenya, East Africa 1  
Feb-29Jun 2005

Intern

- Assisted in daily public relation coordination with local and international media for the U.N.  
Environmental Department
- Assisted in the logistics coordination for the U.N. Annual General Conference held in Nairobi.

**Association Culturelle des Elèves Francophone d'Abidjan (ACEFA)**,

Cote d'Ivoire

1 Feb1998-26 Aug 2000

President

- Cultural organization providing help and assistance to children suffering from AIDS and Cancer.
- Coordinated the fund-raising of \$250,000 in medical supplies for children care in Cote d'Ivoire.
- Organized events with international artists and political personalities to promote AIDS and Cancer awareness.

**Radio- Télévision Ivoirienne (RTI)**, Abidjan, Cote d'Ivoire 1997-2000

- Co-hosted a weekly television talk show promoting and marketing Hip-Hop culture in the cities of Abidjan and Bouake in Cote d'Ivoire. (West-Africa)

**ACTIVITIES AND MEMBERSHIP**

- **SAAS** (Student African American Sisterhood), San Diego State University. Aug 07- Now
- **Rotaract SDSU**, member January 07- Now
- **AMA** (American Marketing Association), San Diego State University. Jan 06-May 08
- **PASU** (Pan African Student Union), Santa Monica College.)  
Sept 03- Jun 05