**Christopher P. Olson**  Christopherolson@live.com | 319.450.6006

***Professional Experience***

*Client Business Executive*

**The Members Group**

* Create customized payment solutions while remaining cutting edge on technological advancements to provide financial institutions throughout the U.S. with ever-changing card compliance, innovation, and member needs.
* Manage relationships with executives, CEO’s, strategic partners, external vendors, and all projects to help maximize card portfolios, member service, and revenue for credit, debit, ATM, and prepaid products.
* Forge new standards of cutting-edge products and services creating competitive advantages based on demographics, membership, community needs while working with wide range of departments to ensure all levels of growth are being met and future needs/projects are forecasted and scheduled out.

*Director of Card Services*

**Linn Area Credit Union**

* Monitored research through data analytics seeking gaps while evaluating new innovative ways to stay cutting edge, cut cost, and create more efficient procedures. Efforts include growing over 1.2 million dollars in credit card outstandings in first 7 months on the job while continual rebuilding and restructuring card portfolio.
* Data preparation to develop new procedures leading to system and procedural training for all LACU employees covering a wide range of innovative procedures (I lead 7 all employee training sessions).
* Project lead for debit and credit card conversions, EMV, ApplePay pilot testing and launch, Instant Issue, BIN ownership, Website redesign / Mobile App, Changing Fee Structure, Marketing Campaigns, Data Tracking, Inactive Purges. Serving as an executive level liaison amongst credit / debit partners.
* Continual coaching efforts increasing referrals and sales 40% LY and 20% this year.
* Articulation of complex concepts developing more efficient means to track card data which has created more time for me to conduct benefit analysis and take on additional projects working as a project manager for many levels of the credit union (IT, Marketing, Lending, and Compliance).

*Branch Manager | Officer*
**US Bank**

* Lead cross functional projects maintaining new standards in production and cost analysis to earn Quarter One Pinnacle Award in 2013, award goes to branch in the top 10% in the company for total revenue and growth. Constant innovation, data mining, and implementation were my key drivers.
* Achieved 2nd highest quarter one and quarter two consumer loan volume production in the entire district leading team by example, verbal coaching, developing and improving training all my banker staff assisting them to grow in their roles in order to all successfully surpass their banker goals in Q2, Q3, and Q4.
* Effectively managed branch towards achieving 100% and above in every category in 2012/2013 Year End Campaign earning overall #1 ranking in credit cards booked, #2 in consumer loans booked in entire community banking throughout company (there are over 1,200 branches in community banking).
* Personally referred over 3 million dollars in new investments to US Bank Investments through cross selling, data gathering and implementing more effective ways for systems to merge data, making it easier to invest with US Bank Corp.
* Ranked 1st in District Stack Ranking every quarter two years consecutive. (2012 and 2013), while obtaining 85% customer satisfaction rating.
* Ensured branch alignment introducing cost benefit returns earning total branch profit ranking maximizing bonus for last 6 quarters dating back to 2012, with branch ranking 6th overall in the Region.
* **Maximized branch enhancing and modifying improved processes posting year over year growth in every major category for branch (accounts, loans, small business, credit products, investments, and mortgage (2012 and 2013).**

*Personal Banker | Commercial Deposits Banking*
**Hills Bank and Trust Company**

* Lead weekly meetings, conference calls carrying out new policies and procedures leading staff towards adapting and implementing new operations and strategies.
* Skill in the direction and development of each individual and team personnel. Responsible for scheduling, training as well as motivation of employees while training new bankers in the district.
* Ensure compliance with laws; maintaining customer service building commercial, retail and professional lending and investment relationships.
* Performed bi-weekly observations to ensure staff is carrying out all compliance and customer service needs, while working directly with Sr VP of Retail Banking to develop future planning and encourage creative thinking and set standards for superior levels of customer satisfaction.
* Assigning risk ratings on credit relationships while viewing detailed financial statements allowed me to write and issue quality loans, with zero past dues and *zero* charge offs as a lender.

***Education***

* **MBA,** Concentration inFinance | Ashford University, GPA 3.92

*Summa Cum Laude*

* **BA,** Business Administration | Ashford University, GPA 3.92

*Summa Cum Laude* | *Dean’s List Honors* | *Member of Golden Key International Honour Society* | *Member of Alpha Lambda National Honor Society*

* **Program Certificate,** Credit Card Management | Credit Analysis Solutions

*Industry trends, analytical skill-set needed to manage highly profitable card portfolios mixed with industry expects highlighted by Ondine Irving expertise and years of experience.*

* **Diploma,** Commercial Lending | American Institute of Banking, GPA 3.50

*Member of Iowa Bankers Association* | F*inished this 2 year Diploma in just 8 months*

* **AAS,** Marketing Management | Kirkwood Community College, GPA 3.00

*Dean’s List Honors* | *Member of DECA Delta Epsilon Chi* | *Placed 1st at District DECA competition in Des Moines, IA* | *Advanced and competed at National Level DECA competition in Atlanta, GA*

* **AAS,** Management Development | Kirkwood Community College

*Dean’s List Honors* | *Silver Certified in Skills Advantage Tests*

* **Diploma,** High School | W-CL-T High School

*Awarded Star Class Honors in English* | *Nominated four years consecutive for All State Speech Honors*

**Organization Volunteer-** Relay for Life, Hospice of North Iowa, The Heart Connection, The March of Dimes, The Leukemia & Lymphoma Society, National MS Society, Muscular Dystrophy Association, Ronald McDonald House, Memorial Sloan-Kettering Cancer Center, and Autism Speaks.

* **Won 2008 fundraiser award from Heart Connection**
* **Led 2009 Relay for Life team walking over 53 miles**
* **Coordinated and biked in 2010 Spoke Folk Event at church**
* **Ran 2012 Minneapolis Marathon finishing 26th overall**
* **Finished 8th in Ronald McDonald 10 mile fundraising race**

State of Iowa License in Life Insurance | State of Iowa License in Accident Insurance | State of Iowa License in Health Insurance | State of Iowa Notary Public | NMLS 408405 | State of Iowa Insurance License #11601208