



CINDY MANSEAU

Personal Banker I

PROFILE

Motivated, Dedicated, and Team-Working employee looking to grow and benefit the team with strong organized administrative skills, computer savvy, customer service skills, and is Notary Public Certified (Exp: 11/16/2029)

Motto:

"See a Need, Fill a Need"
Bigweld – "Robots" © 20th Century Fox

References Upon Request

CONTACT

PHONE:
978-433-2983

EMAIL:
Cindy.manseau@gmail.com

EDUCATION

Southern New Hampshire University (SNHU)

2022 - Present

Master's in Business Administration

University of Massachusetts, Lowell (UMASS Lowell)

2000 - 2007

Bachelor's in Business Administration

Middlesex Community College (MCC)

1998 - 2000

Associate's in Liberal Arts & Science

Certifications:

Please See the Next Page

WORK EXPERIENCE

Main Street Bank

Banker

2015 - Present

Teller, Personal Banker I

CVS Pharmacy

Pharmacy Technician

2012 - 2015

Pharmacy Tech Certified, Cashier/Customer Services, Prescription Preparer, Filing/Organizing/Stocking

Enterprise Bank

Banker

2002 - 2011

Branch Service Specialist II, Assistance Line Supervisor, Teller/CSR, Miscellaneous

Hancock Tax & Financial Services

Receptionist

2002

4-line Telephone Operator, Ordering Mutual Fund Investments, Clerical Duties (Filing, Copying, Faxing, Organizing)

UMASS Center of Atmospheric Research

Undergraduate Research
Assistant

2000 - 2002

Researching Atmospheric Data

Demoulas/Market Basket

Customer Service
Associate/Cashier

1996 - 2001

Cashier, Courtesy Booth, Grocery, & POS

SKILLS

Computer Experience:

Microsoft Office (Access, Excel, Outlook, PowerPoint, Word, SharePoint), Windows, DOS, Web Teller, Premier (Navigator, Platform, Maintenance), Director, Insight, Expedite, Baker Hill, TellerInsight, COCC

Administrative Skills:

Problem Solving, Customer Service, Teamwork, Organization, Detail Oriented, Adaptability, Time Management, Technology, Independence, Supply Management, Multitasking, Discretion & Judgement, Patience, Resourceful, Creative

Certificates:

<u>Certificate</u>	<u>Credits</u>	<u>Date</u>
Leading vs Managing	2.5	11/29/2022
Emotional Intelligence	2.5	12/14/2022
Critical Thinking	1	2/7/2023
Time Management	1	2/20/2023
Time Management Tips for Time-crunched Professionals	1	2/20/2023
Strategic Analysis - Options and Choices	2	3/14/2023
Strategic Analysis - Internal Environmental Analysis	1	3/19/2023
Strategic Analysis - Mission, Vision, and Stakeholders	1.5	3/21/2023
Strategic Analysis - External Environmental Analysis	1	3/27/2023
Strategic Analysis - Current Position of the Organization Analysis	1	4/5/2023
The Process of Strategy Formulation	1	4/7/2023
Building Your RPA Strategy	2.5	5/8/2023
Understanding Robotic Process Automation (RPA)	2.5	5/15/2023
Preparing for RP Implementation and Cultural Shift	2	5/16/2023
Microsoft Power BI - Analyze Your Data with Excel Pivot Tables	4	5/24/2023
Microsoft Power BI - Create Excel Dashboards for Maximum Impact	2	5/27/2023
Excel for Accountants		8/2/2023
Introduction to Data Analytics	5	9/28/2023
Applying Data Analytics to Revenue Analysis	1	9/29/2023
Applying Data Analytics to Financial Planning and Analysis	1	9/30/2023
Applying Data Analytics to Business Performance	1	10/1/2023
Microsoft Power BI - Use Power Query to Transform Your Data	2	10/16/2023
Microsoft Power BI - Beyond Pivot Tables with Power Pivot	4	10/17/2023
HubSpot "Inbound Marketing"		Valid from: 1/16/2024- 2/14/2026
Customer, Suppliers and Supply Chain Management	1	8/6/2024
Change Management – Understanding the Context of Change	1	8/10/2024
Change Management – Managing the Change Process	2	8/18/2024
Managing Change	1	8/30/2024
Performance Measurement Techniques	1.5	9/11/2024
Information Technology and eBusiness	1.5	9/12/2024
Information for Advantage and Knowledge Management	1	9/13/2024