

Bolser, Sandra

From: Jacqueline Silva [silvafamily2@gmail.com]
Sent: Thursday, August 29, 2013 2:59 PM
To: Bolser, Sandra
Subject: Re: City Manager position
Attachments: Peter Silva Resume Public Admin.docx

Hello Ms. Bolser,

I am forwarding a copy of my resume in consideration for the open City Manager position. I have over twenty years of management experience in the private sector primarily in finance, with an academic background in Political Science, with current graduate studies in Public Administration furthering my credentials. I am very familiar with the city of Bunnell, Palm Coast, and all of Flagler County. I would treasure the opportunity to serve the City of Bunnell and look forward to the opportunity to discuss the City's needs.

Peter Silva
891 E Red House Branch Rd
St Augustine, Fl. 32084
(904) 553-9620

Objectives:

My objective is to bring my experience, leadership, and sales skills and apply them with my academic credentials to serve in the capacity of City Management. I have trained, developed, and mentored many leaders in my past twenty years in business. These skills are universal between the private and public sector. I am a seasoned professional with the skills, drive, and positive attitude needed to succeed. In the Financial Services industry, I have had extensive experience in analyzing financials, developing and forging business relationships, working with government officials/ agencies, and project management.

Education:

St Johns River Community College

Business Administration

Phi Theta Kappa International Honor Society

GPA 3.73

Troy University

Major: Political Science

Minor: Business Administration

Pi Sigma Alpha Political Science Fraternal Organization

Phi Kappa Phi International Honor Society

GPA 3.77

Troy University

Major: MPA

Concentration: Justice Administration, Public Management

Current

Florida Notary Public March 2004 - Current

Professional Experience:

Harbor Community Bank

July 2012 to Current

2300 North Ponce De Leon Blvd

Saint Augustine, Florida 32084

VP Branch Manager

Primary responsibilities include Responsible for overall balanced financial performance of branch with emphasis on retail and commercial lending, deposit acquisition and non-interest income generation. Proactively initiate, develop, and manage long-term, profitable relationships with clients. Deliver superior quality service in person or by phone such that client needs are met on a consistent, positive basis. Provide general supervision of branch with focus on the branch's sales efforts. Recruit, train, coach, and mentor branch staff to achieve monthly, quarterly, and annual sales goals according to plan.

December 2010 to January 2012

TD Bank, NA

2501 US 1 South

Saint Augustine, Fl. 32086

AVP/ Commercial Banker

Primary responsibilities include Responsible for overall balanced financial performance for a group of 6 branches with emphasis on commercial lending, deposit acquisition and non-interest income generation. Proactively initiate, develop, and manage long-term, profitable relationships with clients. Deliver superior quality service in person or by phone such that client needs are met on a consistent, positive basis. Provide general mentorship and supervision of my branches with focus on the branch sales efforts in commercial banking. Train, coach, and mentor branch staff to achieve monthly, quarterly, and annual sales goals according to plan. Conduct interviews to identify needs of business clients and link products features and benefits to their needs.

October 2008 to December 2010

National City Bank. A PNC Company

175 Cypress Point Pkwy.

Palm Coast, Florida 32164

VP/ Branch Manager

Primary responsibilities include Responsible for overall balanced financial performance of branch with emphasis on retail and commercial lending, deposit acquisition and non-interest income generation. Proactively initiate, develop, and manage long-term, profitable relationships with clients. Deliver superior quality service in person or by phone such that client needs are met on a consistent, positive basis. Provide general supervision of branch with focus on the branch's sales efforts. Recruit, train, coach, and mentor branch staff to achieve monthly, quarterly, and annual sales goals according to plan. As a branch manager for National City the manager is required to spend 60% of their time in the field developing business through consultative cash flow conversations to uncover opportunities. While in this position, I have developed a solid team, and have met the branch growth goals for the first two years of being open.

September 2005 to October 2008.

**SunTrust Bank
323 Moody Blvd.
Flagler Beach, Fl. 32136**

VP, Licensed Branch Manager VII

Primary responsibilities include: Responsible for overall balanced financial performance of branch with emphasis on retail lending, deposit acquisition and non-interest income generation. Proactively initiate, develop, and manage long-term, profitable relationships with clients. Deliver superior quality service in person or by phone such that client needs are met on a consistent, positive basis. Provide general supervision of branch with focus on the branch's sales efforts. Recruit, train, coach, and mentor branch staff to achieve monthly, quarterly, and annual sales goals according to plan. The branch was in 98th place out of 300 branches in its tier group. The accomplishment at the end of the year was 31st place earning me EDGELEADER status in the bank. Edgeleader status achieved for 2007, SunTrust Cup Leader in Region 2007. Ranked 23rd in business banking out of over 1000 branches in percentage to goal for 2008. One of three mentors for business banking, more specifically development of COI relationships for the region.

March 2003 to September 2005.

**CitiFinancial / Washington Mutual Finance
1301 Beville Rd.
South Daytona, Fl. 32119**

Branch Manager IV

Primary responsibilities include: Branch Manager develops new business, retains customers, and manages the loan portfolio. Key responsibilities include developing new sources of business, providing knowledge and expertise to employees regarding loan and insurance products, credit and delinquency decisions, difficult account problems, and servicing accounts. The Branch Manager also manages human resources, establishes production goals, optimizes profitability and controls operating expenses. This branch was a WAMU branch when I started before being acquired by Citicorp. When I started this branch was the worse ranked branch in the company. The branch was charging off over 150,000. per month in account receivables, and was not adding any loans to the portfolio. When I left in September of 2005 the branch was in the top 10% in our region for the last 18 months of my employment with the company. The way this was achieved was through re-training the staff on basic customer service, persuasive sales techniques, and relationship management. The staff was also given the training in basic loan underwriting, and profiling. When I left the company, my staff was ranked in the top ten percent, as the branch was.

October 2001 to March 2003

**The Money Tree
1600 S. Oats St
Dothan, Al. 36303**

Branch Manager

Primary responsibilities include: Branch Manager develops new business, retains customers, and manages the loan portfolio. Key responsibilities include developing new sources of business, providing knowledge and expertise to employees regarding loan and insurance products, credit and delinquency decisions, difficult account problems, and servicing accounts. The Branch Manager also manages human resources, establishes production goals, optimizes profitability and controls operating expenses. This branch that I was manager of was also a training center for Branch Managers. I trained many managers how to successfully operate a financial service office, in the areas of hiring, training, retaining staff, building joint relationships for retail financing with local business owners in their communities. I assisted the regional manager in preparing new branches to learn, and master the operating model. The office was eventually sold to Washington Mutual Finance and then absorbed into an existing WAMU branch less than two miles from this location. I applied within the company to a branch opening in Daytona Beach, Florida.

June 1999 to October 2001

**Northstar Mortgage
1200 Denton Rd
Dothan, Al. 36301**

President

Compensation: Self Employed

Primary responsibilities include: Counsels individual borrowers to ensure that they acquire a loan product appropriate to their individual circumstances. Assesses with customer the best options for the customer's needs and makes recommendations. Analyzes the prospective borrower's income and debt and pre-qualifies the borrower for an affordable mortgage. Counsels the borrower in the home buying and financing process, advises on the financial and long-term impact of various products. Provides disclosures to the borrower, including Truth in Lending and Good Faith Estimates. Counsels and advises the borrower in understanding and clearing credit and other problems. Completes detailed applications at times and locations convenient to customers. Spend 80% or more of time outside of office in business development and consultation activities with borrowers, builders and realtors, and branch channel associates.

June 1993 to June 1999

**Alert Group
256 Honeysuckle Rd
Dothan, Al. 36301**

Regional Vice President Sales

Primary responsibilities include: Managing a group of six Sales managers, and six telemarketing managers in the operation of ADT dealer sales, and service centers. Conducting managers meetings for company growth objectives. Coaching sales managers, and their salespeople on daily outside, and inside sales activities in B to C, and B to B. This required managing a group of sales leaders in the areas of promotion of product, sales presentation skills training, product education for sales, and tech staff, networking with professionals in their communities, and working with local law enforcement agencies for public crime awareness programs.

