

# ELESHA WIKLE

## CONTACT INFO.



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LINKED IN URL:

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## OBJECTIVE

To advance in a field of interest which is mutually beneficial. Seeking a role that can benefit from my strong work ethic, motivation, dedication, passion, and skills listed below.

## SKILLS

Experienced in Instruction Development, Sales, Finance, Business, Management, Training, Human Resources, Marketing, Technology, Personnel Leadership, Banking, Customer Service & Operations.

## EDUCATION

### **BACHELOR OF SCIENCE: MANAGEMENT & LEADERSHIP**

Bluefield College – Bluefield, VA

### **BUSINESS ADMINISTRATION FIELD OF STUDY**

New River CC – Dublin, VA

## EXPERIENCE

### VIRGINIA TECH

2018 – PRESENT

#### **INSTRUCTOR – INVESTMENTS & FINANCIAL LITERACY**

Created course presentations, assignments & exams. Communicated with students as we examined the investment process; the financial markets; budgeting; long-and short-term borrowing; various debt; insurance; financial decisions; retirement planning; fundamental tools; home and auto considerations.

### SUNTRUST

2013 – 2017

#### **BRANCH MANAGER – ASSISTANT VICE PRESIDENT**

Exceeded incremental scorecard metrics. Managed branch budgets and all operations of financial institution with greater than 32 million in deposits. Employee growth as demonstrated by 50% of my staff promotions. Grew new client acquisition, excelled at all operational audits. Lead Team of Assistant Manager, Financial Service Representatives, and Tellers to surpass lending goals, partner referrals, and new business accounts.

#### **BRANCH MANAGER 3**

Led human resource management including staffing, training and scheduling. Ensured that branch has had zero fraud and 100% pass rates on all quality audits. Instructed on bank procedures, internal controls, sales and risk management policies. Client satisfaction surveys were brought up to 100% in first year. Managed branch as well as fostered growth in region in respect to performance management. Taught community seminars on personal finance and banking best practices.

### DISH NETWORK

2000 - 2013

#### **OPERATIONS BUSINESS DEVELOPMENT MANAGER**

Managed the Northeast/Midwest fortune 200 company key focus accounts. Demonstrated initiative as SME for events, sales & marketing. Assisted business owners with developing financial strategies, creative, business plans, tracking, and operations. Developed and facilitated national seminars on media strategies, marketing, operations, and much more.

#### **ATLANTIC TERRITORY SALES MANAGER**

Led training team in a changing sales environment that included support to large telecommunications partners, growing local retailer's sales, national account directives, and fire drill items. Employee growth was achieved through training & leadership in a competitive culture. Owned hiring and training process.

#### **AREA SALES/ FIELD SALES DEVELOPMENT MANAGER**

Customer satisfaction, recruiting and training and management of sales team. Subscriber acquisition cost, revenue hardware sales, customer retention & retailer satisfaction. Managed travel, reporting data, dissemination of marketing & meetings.

— Promotion Track —

DISH: Field Sales Development Rep.—Sales, Technical & Customer Service Trainer — Quality Assurance Specialist —Customer Service Rep.  
GATEWAY COMPUTERS: Instructor, Field (while employed at DISH)