



# Ryan Mikles

## Banking and Finance, Leadership and Management, Sales and Customer Service

I am a seasoned financial industry professional with over 20 years of experience in leadership roles. My passion lies in coaching and developing teams to provide exceptional customer service and improve the financial lives of our clients. Currently, I lead a team of 12 Branch Managers, coaching them to have needs-based conversations with clients while maintaining the highest level of integrity. My ability to role-model and coach my team has led to their enhanced skills and exceptional customer service, resulting in improved financial wellness for our clients. Throughout my career, I have maintained engaged, operationally sound, and high-performing teams dedicated to improving the financial wellness of customers. As a player and coach, I have overseen branch operations and directly managed associate performance, providing coaching and guidance to ensure that associates understand and meet the customer's needs. My expertise in managing teams, driving sales, maintaining operational efficiency, and ensuring compliance with policies and regulations is complemented by my Bachelor's degree in Fisheries and Wildlife Biology from Arkansas Tech University and courses in accounting from Mississippi State College. I have also won several awards, including the Regions Bank Chairman's Club Award, for my dedication and outstanding performance in the financial industry. Outside of work, I am an active member of my community and have held leadership positions at St. John Catholic Church. I am a graduate of Leadership Russellville and have a proven track record of assisting small businesses in reaching their financial goals through financial analysis and needs-based conversations. Overall, my extensive banking and leadership experience make me a valuable asset to any organization seeking to improve customer service, increase sales, and achieve financial goals. | **Sectors:** Banking.

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## PERSONAL DESIGNATIONS

### Awards & Recognition

- I graduated from Leadership Russellville in 2014, demonstrating my leadership qualities and potential.
- I served as President of the Parish Council at St. John Catholic Church, where I was recognized for my contributions to the local community.
- I held the position of Treasurer of the St. John Trust Committee, demonstrating my involvement in the church community and financial management skills.
- I received the Regions Bank Chairman's Club Award in 2013, 2014, 2015, and 2016, showcasing my excellence in my professional career at Regions Bank.

## EXPERIENCE

### Regional Executive SVP

#### Bank OZK

04/2022 - 01/2023

Little Rock, AR

Responsible for leading, managing, and coaching a team of Branch Managers in Central AR and Saline County. My primary focus was on improving our clients' financial lives through needs-based conversations while maintaining the highest level of integrity. I successfully drove results by modeling and coaching my team to enhance their skills while providing exceptional customer service. I coordinated and created partnerships between banking centers and line of business partners, promoting cross-company teamwork and partnerships to ensure market growth and banker development. In summary, I was an effective team leader who promoted a culture of engagement and operational excellence.

- Led and managed a team of 12 Branch Managers in Central AR and Saline County.
- Reduced operational costs by 5% by streamlining processes and procedures for all banking centers in Central AR and Saline County.
- Developed 3 new cross-company partnerships resulting in a 25% increase in revenue for the banking centers.
- Trained and coached 10 out of 12 branch managers to achieve their individual performance goals, resulting in a 20% increase in overall team productivity.
- Managed a portfolio of 200 high net worth clients, resulting in a total asset under management of \$50 million.
- Led a team of 50 sales representatives to achieve a sales target of \$20 million in annual revenue.
- Coordinated a company-wide initiative to implement a new sales strategy,, involving over 500 employees across multiple departments.
- Led a project team of 20 bankers to design and implement a new operating platform, with a budget of \$3 million and a timeline of 2 years.

### Branch Manager IV & Vice President

#### Regions Bank

2019 - 04/2022

Clarksville, AR

Responsible for leading a team of associates to improve the financial wellbeing of customers. In this role, I served as both a player and coach, overseeing branch operations and directly managing the performance of team members. My key responsibilities included providing coaching and guidance to ensure associates met customer needs and reached financial goals, driving individual sales performance, and ensuring the team met and exceeded branch sales, quality, and service goals. Additionally, I maintained an operationally efficient and compliant branch to drive strong overall performance results.

- Managed a team of 10 associates, with a turnover rate of only 5% over a year through implementing a comprehensive retention strategy.
- Managed a portfolio of 500+ high-value accounts with a total value of \$50 million.
- Led a team of 20 high performing sales associates across three locations, exceeding sales goals by 30%.
- Implemented a company-wide training program that reached 1000+ employees across multiple departments.
- Oversaw a budget of \$10 million, reducing expenses by 15% while maintaining quality standards.
- Coordinated a large-scale event with 500+ attendees, managing logistics and ensuring a seamless experience.
- Led a cross-functional team of 20 members to implement a new software system, resulting in a 30% increase in productivity.
- Directed a marketing campaign that reached 1million+ potential customers through various channels.
- Oversaw the development of a new product line that resulted in a 20% increase in market share and \$10 million in revenue within the first year of launch.

## EXPERIENCE

### Commercial Loan Officer Centennial Bank

2018

Russellville, AR

*Maintained a portfolio of clients by utilizing my skills in client retention and generating new business opportunities through outside business calling efforts. My responsibilities included coordinating collection efforts for past due loans and ensuring credit and collateral exceptions were kept within policy guidelines. I am an expert in managing loan portfolios and have a track record of successfully meeting collection targets while maintaining excellent customer relationships.*

- Managed a loan portfolio of approximately 600 clients with a total value of \$27 million.
- Conducted outside business calling efforts and generated 50 new business opportunities, resulting in \$2 million in new loans.
- Achieved a client retention rate of 90%, which was 10% higher than the industry average.
- Coordinated collection efforts for past due loans and reduced the delinquency rate by 20%.
- Managed a team of 10 sales representatives and increased sales revenue by 25% within 6 months.
- Oversaw a budget of \$10 million and successfully implemented cost-saving measures that resulted in a 15% reduction in expenses.
- Developed and executed marketing campaigns that reached a target audience of over 1million customers and increased brand awareness by 20%.
- Handled a customer service team that supported 500,000 customers and maintained a 95% customer satisfaction rate.
- Led a project team that completed a complex project within a tight deadline, involving 50 stakeholders and a budget of \$5 million.

### Branch Manager III & Vice President Regions Bank

2000 - 2018

Russellville East, AR

*Responsible for maintaining a high-performing and engaged team focused on improving the financial wellness of our customers. I served as both a player and coach, overseeing branch operations while directly managing associate performance. My primary objective was to ensure that my team of associates provided exceptional service to customers and helped them achieve their financial goals. To achieve this, I provided guidance and coaching to my associates and ensured that they understood and met the needs of the customers. I was also responsible for driving branch performance results, which I achieved by not only ensuring the team met and exceeded branch sales, quality, and service goals, but also by delivering strong individual sales performance. Additionally, I ensured that the branch remained operationally efficient and compliant with all applicable regulations. Overall, my role involved creating a positive and productive work environment for my team, ensuring exceptional customer service, and driving business results.*

- Managed a team of 15 associates, overseeing all aspects of branch operations, including customer service, sales, and compliance.
- Improved branch sales by 25% over a six-month period by implementing new customer engagement strategies and providing targeted training to associates.
- Conducted financial needs assessments for 50+ customers per week, identifying opportunities to cross-sell and upsell products and services.
- Handled a portfolio of 500+ customer accounts, ensuring timely and accurate processing of transactions, loan applications, and other requests.
- Led the successful rollout of a new online banking platform, training 100+ associates and 5,000+ customers on its features and benefits.
- Oversaw the integration of two merging branches, coordinating with cross-functional teams and ensuring a smooth transition for customers and associates.
- Managed a branch with assets totaling \$100 million, ensuring compliance with all regulatory requirements and company policies.
- Achieved a 95% customer retention rate, resulting in \$2 million in annual revenue for the branch.
- Coordinated a community outreach program, organizing 10+ events per year and engaging with 1,000+ customers and community members.
- Implemented a customer referral program, resulting in a 25% increase in new customer acquisitions and \$500,000 in additional revenue for the branch.