

Deborah L. Stein
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Objective	To utilize my sales management experience & proven leadership to make significant contributions in a dynamic, fast-paced organization.
Experience	
10/03-Present	Huntington National Bank, Columbus Senior Vice President & Retail Group Executive, Central Region Responsible for business banking, consumer lending, balance sheet & income statement growth goals, customer service, audit and operations for 56 banking offices in central Ohio.
4/84-10/03	National City Bank, Columbus
12/98-10/03	<i>Area Executive & Senior Vice President, Retail Branch Network</i> Responsible for unit sales, deposit & loan outstandings and fee income goals, customer satisfaction performance scores, operations, audit and compliance requirements for all branches in the Columbus region. This consists of 47 branches 7 regional managers, 20 management trainees, and over 350 employees. Highlights: <ul style="list-style-type: none">• Reduced employee turnover from 65% in 2000 to 37% in 2002.• Achieved Sales Champion award & trip for 2001 Columbus region performance.• Successfully opened new branch 1/02 (2 more scheduled in 2003)
1/98-11/98	<i>Sales Manager & Senior Vice President, Mortgage Services</i> Responsible for sales goals and service performance of 20 mortgage loan originators covering central and southern Ohio. Exceeded dollar production by over 200% and implemented successful program to reach low-to-moderate income borrowers.
1/95-12/97	<i>Division Manager & Senior Vice President, Credit Card Services</i> First position of <i>Marketing Division Manager</i> responsible for developing a corporate marketing program with 7 member banks, growing portfolios by at least 10% and delivering a reporting process. The area consisted of 6 direct reports and 35 employees. Second position of <i>Operations Division Manager</i> involved responsibility for 5 departments consisting of the call center, training, adjudication, dispute processing/charge backs and records retrieval. Led this division through a successful credit card systems conversion.

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12/91-12/94

Division Manager & Vice President, Corporate Banking

Responsible for 5 direct reports and 85 employees which supported the purchase and sale of real estate, property management of major facilities & retail branches, bank security, forms and records management. Additionally, I was *Project Director of the Corporate Name Change* program which implemented a standard identity, name, and all supporting collateral signage & materials across 5 banks. Reported to the CEO of the Corporation.

4/84-11/91

Department Manager & Assistant Vice President, Information Systems Division

Responsible for 5 direct reports which supported technology needs analysis, recommendations, implementation support, and bank-wide contingency & disaster recovery detailed planning and testing.

7/78-3/84

Wang Laboratories, Inc., Columbus

Branch Manager with 4 direct reports and 45 employees responsible for branch sales, support and service of 450 systems/5500 workstations.

Education

Commercial Loan Training, 11/97-2/98

Stonier Graduate School of Banking, American Bankers Association, 1991-1993

Business of Banking School, American Bankers Association, 1991

Management Trainee Program, Wang Laboratories, 1980

Bachelor of Science, Bowling Green State University, 1977

Community
Activities

Trustee, Community Shelter Board, Columbus, 2002-2004

NCC Excel Team Award, 2002

And

Advisor to Operations Feed Campaign, 2001-2003

Highlights

Executive Advisor to Columbus Mentoring Committee, 1996-Present

NCC Excel Individual Finalist, 1999

Team Manager, Columbus Chill Youth Hockey Association, 1997-1998

NCC Excel Team Award, 1995

Chair, National City United Way Campaign, Columbus, 1994

President, Central Ohio Federation of Information Processing Societies, 1988

President, Central Ohio Council for Office Automation, 1986

Women's Varsity Lacrosse Coach, Worthington High School, 1978-1982

References

Available on request.