**Anto Gitarto Maswan**

+62 8119402809 ▪ [anto.gitarto@gmail.com](mailto:anto.gitarto@gmail.com) ▪ LinkedIn

**SUMMARY**

* Highly reliable professional with over a decade of proven experience in strategic planning, problem-solving and project management.
* Innovative management professional able to design strategic objectives while ensuring day-to-day operations run smoothly. Strong tactical planning, organization and general management skills to improve operational efficiencies and results.
* Able to communicate effectively with demanding business clients, peers and stakeholders in fast-paced environments.

**CORE COMPETENCIES**

Operations Management • Customer Service • Client Relationship Management • Data & Financial Analysis

Sales Growth • Project Management • Performance Management • Business Development

Marketing • Strategic Thinking • Decision Making • Rapport Building

**PROFESSIONAL EXPERIENCE**

**RELATIONSHIP BANKER II** – *Capital One Bank*  2014–2017; Arlington, VA

Established and maintained effective customer relationship to understand customer needs, prepared sales plan and strategy, identified and drove the development of new market opportunities and cross-collaboration. Managed administrative procedure in sales process and supported project management activities when required. Partnered up with Financial Advisor, Small Medium Enterprise (SME) Specialist, and Mortgage Loan Officer (MLO) to meet customers’ financial goals.

Select Accomplishments:

* Achieved $1.2M in funding in three years, compared to a market average of $1M.
* Earned customer satisfaction score of 9.2 out of 10 compared to goal of 8.5 and average of 8.0.
* Recognized as one of top ten bankers in the market for exceeding sales goals.

**PERSONAL BANKER** – *Bank of America* 2007–2014; Arlington, VA-USA

Assisted customers daily in opening and closing accounts and cross-sell related products such as savings accounts, certificate of deposits (cd), college financial planning, retirement plan, and credit cards. Developed, retained, and deepened long term relationships with current and potential customers. Helped customers with tasks such as revolving account issues, putting in a special account instruction, and assisted customers in making wire transfers. Proactively managed and mitigated risks according to guidelines set by the bank. Identified customers with other financial needs such as Home Loans and Wealth Management.

Select Accomplishments:

* Gained $5M in funding through mortgage sales, savings accounts, and refinancing,
* Awarded and recognized as top performing banker from 2009 to 2012.
* Helped the bank exceeded its sales goal by 110% year-over-year (YoY).

**STORE MANAGER** – *Boston Tea Party* 2000 – 2007; Vienna, VA-USA

Developed and executed sales and profit plans that were in-line with budgetary goals. Maintained and utilized daily, weekly, quarterly, and annual financial reporting. Maintained proper loss prevention standards, reviewing cash handling procedures, deposits, and safe procedures. Maintained a clean well-merchandised store, following visual presentation plans and standards. Identified staffing, recruiting, interviewing, hiring, and training needs of qualified candidates. Planned and executed all sales promotions and new product information effectively and efficiently.

Select Accomplishments:

* Increased sales by 15% on Premium Coffees, Teas, and merchandise relevant products.
* Managed all inventory and purchasing of merchandise relevant products, thus reducing inventory by 25%.
* Maintained a high score on ANSI-accredited Food Protection Manager Certification Exam.

**HVAC SITE ENGINEER** – *PT. Takasago Engineering Indonesia* 1996 – 1999; Jakarta, Indonesia

Researched, designed, and installed HVAC mechanical equipment to meet clients’ requirements in both large and small projects. Consulted on HVAC system and equipment design for a wide range of projects, and worked with other engineers, project managers, and construction professionals as needed to create and/or modified design parameters. Developed and supervised all aspects of production including Clean Room design, computer modeling, selection of manufacturing methods, fabrication, testing and implementation of products and systems. Served as project manager to coordinate efforts of engineers, drafters, and manufacturing personnel during all project phases.

Select Accomplishments:

* Completed a site project in East Java for Matsushita Lighting Co. in 3.5 months, scheduled for 5 months.
* Promoted to a co-project manager to conduct projects in East Java and West Java for Japanese clients.
* Saved up 30% on costs by analyzing HVAC systems and equipment used based on clients’ needs.

**EDUCATION BACHELOR OF ENGINEERING, Mechanical** – *Trisakti University, 1995.* Jakarta, Indonesia

**MANAGEMENT INFORMATION SYSTEMS** *(non-degree)*– *George Washington University, 2001* Arlington, VA-USA

Anto Gitarto Maswan • 62 8119402809 • anto.gitarto@gmail.com