

## ***Zunaira J. Awan***

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### **Education Experience**

**MS**, Human Resource Development, McDaniel College, Westminster, MD  
Projected date of completion May 2011

**BA**, Psychology, University of Maryland Baltimore County, Baltimore, MD  
May 2007

### **Professional Experience**

M&T Bank, Ellicott City, MD August 2004 – Present  
*Operations Manager*

- Build and develop branch sales staff by recruiting, hiring, mentoring and using the performance management system to coach staff to exceed their annual objectives
- Develop direct marketing plans for the branch, tracking and celebrating sales success and conducting weekly sales meetings
- Direct staffing and administrative functions including monthly one-on-ones, performance appraisals, promotions, salary recommendations, and terminations
- Manage and provide summary overview of eligible benefit offerings including FMLA, short and long term disability
- Limit branch risk to preventable losses by ensuring that all branch staff is vigilantly aware of suspicious activity and that they are current on operational changes
- Provide guidance and training to branch personnel on operating problems and handling of exceptions
- Ensure that the branch adheres to operational policies, compliance requirements and security measures
- Present and participate in resolving personnel problems and manage scheduling of employment hours

### **Volunteer Experience**

UMBC – Psychology Department, Baltimore, MD January – June 2007

#### *Research Assistant*

- Scored, coded and entered collected data into Excel and SPSS
- Conducted literature searches using PsycInfo and Social Sciences Citation Index
- Used word processing, spreadsheet, scheduling, and statistical analysis programs to perform research-related tasks

**Villa Maria, Towson, MD**

**January – June 2006**

Villa Maria is a residential treatment center that provides residential care, special education, outpatient services, and family support services. Villa Maria is one of the leading providers of behavioral health and special education services

*Intern*

- Reviewed and analyzed student cases on various mental disorders
- Observed therapist interaction with students with emotional disturbance episodes
- Followed student progress (students moving from locked units to school environment)

**Professional Associations:**

- Society of Human Resource Management (SHRM)
- Chesapeake Human Resources Association

**Skills:**

- Microsoft Office (Outlook, Word, PowerPoint, Excel, Access)
- SPSS (Statistical Package for the Social Sciences)
- Certified Notary Public by State of Maryland

**Awards and Accomplishments:**

- Provident Way Core Value Recognition-Results Driven Award (2008)
- Nominated for President's Way Club (2009)
- Proficient in English, Urdu, Punjabi, and Hindi

References Available Upon Request