

Martin A. Pottinger Sr.

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Respected Leader - Results Oriented Customer Service – Logistical Problem Solver

Driven self-starter who has excelled in multiple fields and roles. Experienced manager, with the proven ability to build and empower strong teams within the transportation industry. Managed as many as 50 employees at a time, specializing in hiring, qualifying, training, and developing talent in order to build a strong team. With a keen attention to detail, and focus on safety and efficiency, oversaw the transportation and processing of currency, valuables, and sensitive data.

AREAS OF EXPERTISE

- ◆ Proven ability to decrease costs through rerouting to obtain maximized efficiency
- ◆ Compliant with Safety and DOT, OSHA, and FMCSA Regulations
- ◆ Resolving Customer Issues
- ◆ Maximizing Efficiency in Operations
- ◆ Proficiency with all Microsoft Office Software
- ◆ Developing and Retaining Talent
- ◆ Excellent Oral and Written Communication
- ◆ Proven Leadership

CAREER HIGHLIGHTS

Brink's Incorporated

2008 – November 2011

Account Executive, Northeast Region

Functioned as a liaison between corporate clients and Brink's managers, ensuring that any issues were resolved quickly and that a continued positive relationship was maintained. Helped corporations improve their currency supply chain in order to improve efficient operational practices and reduce shrinkage.

- Retained customer base through problem resolution.
- Devised innovative strategies to serve clients in new industries.

Branch Manager, Lancaster PA

Oversaw all operational processes involved in the safe, efficient, and accurate transport and processing of currency, precious metals, and other valuable or highly sensitive materials. Managed approximately 50 employees across departments. Resolved customer related issues, employing problem solving strategies in order to maintain customer confidence. Recognized, encouraged, and developed talent among team members, resulting in promotions both within the branch and within the region.

- Through training and effective rerouting, decreased overtime hours and increased route efficiency. Decreased number of routes exceeding 11 hours by 47%.
- Instrumental in coordinating the transfer of routes between three branch locations to help improve route efficiency and overall profit and loss.
- Maximized efficiency within the branch by implementing a "One Vault" system which eliminated separation between departments and encouraged collaboration between Cash-in-Transit, Money Processing and Vault services.
- Reduced employee turnover by establishing open lines of communication with all team members and ensuring that all potential problems were dealt with proactively.

Manager in Training, Pittsburgh, PA

Quickly learned a variety of aspects of the organization allowing for seamless assignment to a Branch Manager position.

**Fifth Third Bank
Senior Loan Officer**

2007 – 2008

Worked within multiple retail banking centers including downtown Gulf Tower branch. Assisted clients with mortgages while also cross-selling other banking products.

- Sought original marketing methods including the creation and design of industry specific publication as a networking and marketing vehicle.

**Morre Mortgage Services, Monroeville, PA
President/CEO**

2004-2007

Created business plan, sought funding, and oversaw logistical necessities for business creation. Researched and created innovative sales strategies to bring in new clients, as well as maintain existing clients. Regularly sought out ways to employ cross marketing and build affiliate marketing relationships. Managed as many as ten employees at any given time. Provided ongoing training and support to ensure ethical and professional standards were maintained.

- Able to structure and close complex and difficult loans while ensuring ethical lending standards.
- Zero auditing deficiencies from Pennsylvania Department of Banking.

**Global Financial Services, Bethesda, MD (HQ Office)
Vice President**

1998-2004

Started as a Mortgage Processor and advanced to Vice President within two years. Opened regional office in Monroeville PA in 2001 along with 2 additional satellite offices.

- Took initiative and instituted careful research in order to facilitate a merger between Global Financial and Vanguard Mortgage & Title, Inc.

**Hidden Valley Ski School, Hidden Valley, PA
Level III Ski Instructor**

1993-Present

Taught ski lessons to all levels of skiers from beginner to advanced. Regularly requested and referred by past clients.

MILITARY SERVICE

**Pennsylvania Army National Guard, Mount Pleasant, PA
28th Division, Headquarters Company, 1st Battalion, 110th Infantry (Mechanized)
Rank: E-4 Specialist
MOS: 88M Transportation, 11B Infantry**

1993-1999

Received, analyzed and processed information regarding troop and supply movements, intelligence, and weather. Used information to send out directives to help ensure safe and effective missions.

EDUCATION AND CERTIFICATIONS

**Slippery Rock University, Slippery Rock, PA
Business Management (Completed 53 Credits)**