

Patrick Palmer



Summary:

Hands-on banking leader with 15 years of experience specializing in staff training, system implementation, and operational support. Proven success assisting teams through a major merger, ensuring smooth integration of processes, systems, and client services. Skilled in designing and delivering training programs, coaching staff for performance improvement, and providing system assistance to enhance daily operations. Recognized for building confidence in teams, improving efficiency, and driving consistent results during times of change.

Professional Experiences:

Wells Fargo Bank N.A.

Phone Bank Supervisor | Assistant Branch Manager | Personal Banker | Dec 2005 – Feb 2018

- Progressed through multiple roles with increasing responsibility in both in-branch and call center environments.
- As Phone Bank Supervisor, led a team of phone bankers and directed the Banker Coaches team to improve performance through coaching, feedback, and skill development.
- Designed and delivered onboarding and training programs for new hires, significantly reducing time to proficiency.
- Managed daily branch operations, mentored staff, and provided tailored financial solutions to customers.
- Consistently met or exceeded sales, service, and compliance goals through a customer-first approach and strong team leadership.

PT Gaming – Allentown, PA

Chief Executive Officer & Owner | Dec 2022 – Present

- Founded and lead IT and hardware services business specializing in software installation and hardware customization.
- Execute strategic growth plans, expanding market presence and profitability.
- Oversee daily operations, ensuring sustainable business growth and client satisfaction.

Turn PA Blue

Executive Field Director | Jan 2022 – Apr 2023

- Oversaw field operations in the Lehigh Valley and Northeastern PA.
- Designed voter mobilization strategies using data-driven insights.

- Built community partnerships to strengthen campaign outreach.
- Played a key role in flipping the Pennsylvania House to Democratic control.

Allentown School District – Allentown, PA

School Board Finance Director | Jan 2022 – Jan 2024

- Provided strategic financial leadership and oversight with a nearly \$500 million budget.
- Led budget planning and management, financial reporting, and grant management.
- Collaborated with the school board to develop financial policies aligned with educational objectives.
- Conducted financial analysis, implemented risk management strategies, and facilitated compliance with regulations.
- Successfully lowered spending and increased savings in a two-year span.

First Commonwealth Federal Credit Union – Allentown, PA

Member Experience Associate | Jun 2023 – Present

- Oversee daily operations and member interactions in a fast-paced financial environment, ensuring high-quality service and operational efficiency.
- Train and mentor frontline staff, focusing on customer service, systems navigation, and compliance.
- Support cross-functional process improvements to enhance team performance and customer satisfaction.
- Collaborate with management to identify needs and implement learning strategies that drive results.

Education

Bachelor of Science in Business Administration – Kutztown University 2009

Professional Memberships & Leadership:

- Assistant Creator, Inside Allentown
- Board Member, Allentown Development Authority
- Chairman, Human Relations Commission
 - School Board Director
 - Campaign Manager
 - Member