

AQUANNETTE TYSON THOMAS, MPA

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SUMMARY OF QUALIFICATIONS

Highly accomplished professional with over 16 years of experience and progressive leadership in the Banking Industry. Demonstrated success in developing and implementing programs that ensure banks meet the needs of the surrounding community. Exceptional strengths building value-based relationships with community-based organizations, key stakeholders, and non-profit sector policymakers. Expert in collaborating with executive leaders and community members to achieve established goals and objectives.

LEADERSHIP HIGHLIGHTS

- Experience serving as a CRA ambassador to identify opportunities that increased community involvement and minority owned business development.
- Increased financial literacy in the community by offering financial education courses.
- Transformed non-producing and unmotivated team into actively producing, confident group of bankers.

AREAS OF EXPERTISE

CRA | Program Management | Project Management | Community Relationship Building
Fair Lending Regulatory Requirements & Laws | Banking & Lending Experience | Regulatory Processes
Change Management | Business Development | Relationship Building | Non-Profit Sector | Stakeholder Engagement

PROFESSIONAL EXPERIENCE

VALLEY BANK – West Palm Beach, FL

June 2021 – Present

VP, BUSINESS DEVELOPMENT OFFICER, COMMUNITY LENDING

Assist women and minority-owned businesses who are often overlooked by larger institutions by examining their growth potential while fostering and managing their banking relationships to ensure the needs of the bank and clients are met.

Key Achievements:

- Create and cultivate relationships with center of influences and community partners by actively networking, and identifying external opportunities to generate new loan, deposit, financial education, and other line of business opportunities while focusing on minority- owned businesses in tandem to meet the banks existing and prospective business client needs.
- Identify opportunities to educate and promote Valley banking and lending solutions to minority- owned businesses while actively collaborating with other lines of businesses to ensure the clients specific needs are consistently met.
- Serves as Valley Bank Women in Business Ambassador for Palm Beach County, Member of the Leadership team for (BELIEVE) Valley Bank's Black Associate Resource Group and Regional Vice Chair of Valley Bank's LGBTQ+ Associate Resource Group PROUD.

SEACOAST BANK – Lantana, FL

March 2018 – Present

AVP, BANKING CENTER MANAGER

Oversee day-to-day operations of branch to ensure achievement of established goals and objectives. Provide leadership and direction for hiring, training, scheduling, performance appraisals, salary changes, promotion, transfers, corrective action, and termination. Lead effective implementation of talent management practices, including succession planning, attracting/retaining top talent, and continuously developing strong bench strength.

Key Achievements:

- Took on integral role as member of acquisition team during bank conversion in March 2020 (on brink of pandemic) – successfully onboarded team members into new roles from operational and coaching perspective.
- Supported the SBA Lending Department with the facilitation of the Paycheck Protection Program, by proactively interviewing business clients to analyze financial and related data for qualified applicants.
- Created and cultivated relationships with center of influences and community partners by actively networking, and identifying external opportunities to generate new loan, deposit, and other line of business opportunities

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while focusing on minority owned businesses in tandem to meet the banks existing and prospective business client needs.

- Served in integral role as CRA Ambassador for Palm Beach County region to help identify opportunities to address affordable housing, workforce development, financial education, health care services, minority - owned business development, and other economic disparities.
- Transformed underperforming and unmotivated team into confident group of bankers by providing motivation and coaching while delivering constructive feedback and engagement during weekly 1-to-1 coaching.
- Successfully achieved goals of two branches while serving as manager of current branch and interim manager of separate branch simultaneously.
- Pioneered coordination and facilitation of financial education courses to community members, non-profit organizations, and students of all levels.
- Championed efforts to build diverse, inclusive, and equal culture by assisting with formation of diversity council and Black associate resource group, as well as creation of first-ever LGBTQ advertisement for bank.

PNC BANK – Boynton Beach, FL

June 2010 – March 2018

BRANCH SALES AND SERVICE CONSULTANT II (June 2017 – March 2018)

Promoted to acquire and deepen customer base through use of proactive sale strategies. Built partnerships with leaders of local non-profit agencies, schools, and organizations.

Key Achievements:

- Cultivated value-based relationships by actively networking within community, conducting joint appointments with Eco-partners and driving continuous development.
- Delivered differentiated client experience by utilizing PNC Conversation and Cash Flow optimizer to uncover client lending and deposit needs while developing sustainable relationships.
- Led branch team to identify opportunities, increase engagement, and mitigate risk by assisting Branch Manager in modeling appropriate communication behaviors.
- Served as PNC Certified Women’s Business Advocate and Foundations of Money Management Facilitator.
- Assisted in building a diverse, inclusive, and equal culture by supporting formation of PNC Diversity and Inclusion Council for the Florida East Region Diversity Council.

ASSISTANT BRANCH MANAGER II (March 2015 – June 2017)

Oversaw day-to-day branch operations while ensuring policies and procedures were effectively adhered to. Supported and developed team of employees to equip them with knowledge and skills to create memorable experiences for clients.

Key Achievements:

- Successfully coached, motivated, and led branch team by assisting Branch Manager with implementation of Human Sigma Action Planning and Branch Success Guide.
- Steered team to achieve highest level of success by conducting daily debriefs and weekly one-on-one training.
- Increased impact and influence of Teller Leads by providing mentorship and co-facilitating meetings/disseminating information that prepared them to lead teams to success.
- Served as PNC Certified Women’s Business Advocate and Foundations of Money Management Facilitator.
- Supported PNC in establishing diverse, inclusive, and equal culture by helping with formation of PNC Diversity and Inclusion Council for Florida East Region Diversity Council.

FINANCIAL SALES CONSULTANT III (June 2010 – March 2015)

Built lasting relationships to provide sound financial advice and match customized solutions with client needs.

Collaborated with partners to identify and secure new business opportunities.

Key Achievements:

- Supported achievement of organizational goals through mentoring new and existing team members.
- Served as Business Banking Specialist, Branch Coordinator for PNC Bank at School Program, and Workplace Banking Ambassador. While identifying and created opportunities in community by networking with local non-profit agencies, schools, and businesses.

Additional Banking Industry Experience (2004 – 2010)

AFFILIATIONS

Board Member – Resource Depot
Board Member – South Florida Fair and Palm Beach County Expositions, Inc
Business Advisory Board Member – T. Leroy Jefferson Medical Society
Chair – Leadership Equity and Diversity Committee, Leadership Palm Beach County
Co-Board Chair – Compass Community Center
Advisory Board Member – PBC Commission on Affordable Housing
Leadership Palm Beach County – Class of 2020
Member and Past Treasurer – National Coalition of 100 Black Women, West Palm Beach Chapter
NorthPac – Palm Beach North Chamber of Commerce
Resource Development Committee – Black Chamber of Commerce of Palm Beach County
Treasurer and Board Member – St. Mary’s Medical Center Foundation
Women in Business Committee – Palm Beach North Chamber of Commerce

AWARDS & RECOGNITION

Diversity and Inclusion Award Honoree – South Florida Business & Wealth Magazine (2022)
Blaze Award – Banwo Foundation (2020)
40 under 40 Black Leader of today and tomorrow – Legacy Magazine of South Florida (2020)
Young Professional of the year – Black Chamber of Commerce of Palm Beach County (2018)
Above and Beyond Recipient – Compass Community Center (2017)
Ironstone Bank Third Quarter Gem Award Winner (2005)
Ironstone Bank, Annual Gem Award Winner (2005)

EDUCATION & CERTIFICATIONS

Master’s Degree in Public Administration – Grand Canyon University
Bachelor’s Degree of Applied Science in Supervision Management – Palm Beach State College
Executive Certificate: Fostering Diversity and Inclusion – Yale School of Management (August 2020)
Diversity, Equity, and Inclusion in the Workplace Certificate - USF Corporate Training and Professional Education (May 2021)
Inclusive and Ethical Leadership Certificate – USF Corporate Training and Professional Education (November 2021)