

City Council Application

Reference #	11798680
Status	Complete
First Name	Tamika
Last Name	Martin
Phone Number	[REDACTED]
Cell Phone Number	[REDACTED]
Email Address	[REDACTED]
Street Address	[REDACTED] Brentwood Road
Place of Employment	PNC
Position	Client Solution Manager
Length of residence in Cleveland Heights	6 years
Are you a registered Cleveland Heights voter?	Yes

What special qualities, abilities, skills, insights or perspectives do you possess which would be of value in serving on Cleveland Heights City Council?

When relocating to Ohio, I specifically sought a community which offered opportunities to take part in the local community. Researching and visiting Cleveland Heights showed me a community that was full of creativity and economic development. I was able to patronize local restaurants and retail and see the pride the residents had in their community. When I bought my home here in 2013, I knew this was a place I wanted to raise my children and stay for my lifetime. I have the unique perspective of being someone who sought out Cleveland Heights and has lived outside of the region and the state. I know what our strengths are and also have insight into what other communities like ours are doing well and what advantages we may have over them.

In my professional life, I have been a change agent in many ways. I have been brought onto projects at their initiation to help assist in transitions. This is a strong suit of mine. I am able to guide organizations and people through change easily and smoothly. As we continue to move towards more technology integration in our society and community, there will inevitably be some changes. I don't easily get flustered or disturbed in those situations. Instead, I study the information, develop a plan of action and communicate openly and honestly with everyone impacted by the change. These are unique qualities, based on my professional experience. I am able to withstand change and lead others through it with grace.

What educational training (formal or informal), employment and other life experiences have helped you develop the qualities, abilities, etc., described above?

I currently work in Asset Management for PNC. I was asked to begin a new department at the bank and have completed every aspect of that task. I hired a staff, trained them, developed an onboarding plan, established communication to our offices and executives and continued to evaluate the data once the department was functional. This experience has given me great insight into decision making when there are various stakeholders. The level of communication and planning necessary for this project is similar to what will be necessary within the city. There may be a topic that a citizen wants us to pursue. However, we have to consider the financial impact, the future impact and the overall impact to the rest of the community.

My educational background has helped give me the foundation for each professional project that I have taken on. My MBA and MA in American Culture shape every decision that I make. I have the unique perspective of both the business world and the cultural impact for each decision we make. My MA in American Culture helps to give me the historical and sociological impact and perspective of many situations. I am cognizant of the need for diverse voices and representation in our decision making.

Please list your recent community, professional or charitable involvements. List the most recent first.

I am an active member of Alpha Kappa Alpha Sorority. We have held several events that help to support the local communities around us. I helped to chair a recent workshop held at the Lee Rd Library to inform citizens about life insurance choices. Additional recent workshop topics included medicare and health insurance.

I am also an active member of the Cuyahoga County Alumni of Bowling Green State University. We engage with current students at the university who are from the area to encourage and support them on their journey to a degree. We do this through fundraisers for scholarship, care packages and social events while they are on break from school.

At PNC, I am part of a company wide diversity council. We review policies and practices and make recommendations to ensure we are inclusive in every aspect of our company. I was selected from over 500 applicants to serve on this council of 22 people. The selection was based upon my contributions as a leader and my commitment to inclusion and diversity.

What are your goals for our community and are there areas in which you believe the City needs improvement? How would your service on City Council help achieve those goals and improve the City?

I live on a block that has seen a recent increase in the renter to owner occupied ratio. We have been successful in still maintaining a good relationship with our neighbors and helping the new renters get acclimated to the area. Because renters do not get an update from the city when they move to the area, they are not privy to the basics of our community standards and processes. While our city website has lots of great information for new residents, most new tenants are not even aware to visit the website. Something as simple as who to call when you need to park on the street overnight or what day is your garbage pick up can help them figure out their new neighborhood and feel more welcome and at home. It would be great if all landlords provided that information at move in, but that is not the reality.

Bridging the gap between new renters and the community can help us retain good neighbors and good neighborhoods. I believe that our communication and commitment to landlords and renters can help us to eliminate issues with those renters who are troublesome and help us to stabilize some transitional blocks that have high turnover rates. As a former landlord, I have several ideas that could help us help the landlords in our community. This will help them to maintain their great tenants and help our neighborhoods to stabilize as well.

Also, living in an area that does not have a very active community group, I see the difference from our summer festivals and overall connection to the city compared to those communities that do have that and are more well known. I am part of the We Are Noble neighborhood. I receive the newsletter and am on the social media site. However, the overall activity is very low. My neighbors are not informed when a new business moves in on Noble and don't feel an incentive to try and find that information. It is absolutely vital that we support the businesses in every

neighborhood within Cleveland Heights and bring awareness to the surrounding neighbors. A beauty salon or restaurant on Noble are more likely to succeed if they have support from the local community, like those on Mayfield or Lee. We need to engage these high traffic areas, build up support from the neighborhood and help them thrive. We all win if the local businesses are winning as well.

Do you have other responsibilities which would prevent you from participating in City Council and Council Committee work during certain hours or on certain days?

I work for PNC, standard business hours Monday to Friday. I do, however, have the ability to work from home (or another location) because I do not have to face clients in my current role. My evenings are available for meetings any day of the week.

State any additional information you would like to have considered.

I love living in Cleveland Heights. This is where my children are now from and where they will look back and call home. I am eager to help our citizens, our businesses, our visitors and everyone who engages with Cleveland Heights. While we are a thriving city, our potential is great. I want to be part of us maximizing that potential. I am ready to work for the people of Cleveland Heights.

Would you like to upload a Resume?

Yes

Resume or CV Upload (5 MB Limit)

[Tamika_L.docx \(16k\)](#)

Item # 23

I agree to electronically sign this form.

Signature

Tamika L. Martin

Last Update

2019-01-07 12:25:46

Start Time

2019-01-07 11:12:08

Finish Time

2019-01-07 12:25:46

IP

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Browser

Chrome

OS

Windows

Referrer

<https://www.clevelandheights.com/1085/City-Council-Application>

Tamika L. Martin

██████████ Brentwood Road ~ Cleveland Heights, Ohio ~ 44121
Mobile ██████████ ~ Email ██████████

QUALIFICATIONS

Impeccable communication skills evidenced thorough proposal writing, successful presentations at national and local events, and careful, refined listening skills

Dynamic leadership ability, strategic planning, and problem solving skills as demonstrated by successful terms as President and Treasurer of local organizations, and numerous other community and academic affiliations

Impressive commitment to service developed through professional sales and marketing positions and successfully leading and coaching a staff to meet goals

EDUCATION

Master of Business Administration

University of Toledo ~ Toledo, Ohio ~ May 2011

Master of Arts in American Culture Studies

Bowling Green State University ~ Bowling Green, Ohio ~ May 2011

Bachelor of Science in Public Relations and Marketing

Bowling Green State University ~ Bowling Green, Ohio ~ May 2002

EXPERIENCE

April 2017 - Present

PNC Bank - Cleveland, Ohio

Client Solutions Manager

- Create policy, procedure and training and newly created department
- Regularly review risk and address needs for policy change
- Develop communication to be used for internal publication regarding policy and procedure
- Serve as subject matter expert in conversations with executives regarding the team
- Constantly review calls and client interactions for improvement opportunities
- Manage centralized team within wealth management as they process transactions for clients

November 2012 – March 2017 Chase Bank – Cleveland, Ohio

Vice President, Branch Manager

- Manage all day to day operations of wealth management, investment, business and consumer banking associates and customers
- Maximize profitability by exceeding company goals, consistently ranked in the top 10% in the market on digital adoption and account growth
- Responsible for all branch compliance, security and operations
- Expand relationships with existing clients and discover opportunities to create new relationships
- Recruit, hire, lead, train and develop all branch staff in all aspects of job performance
- Create and maintain a coherent team environment
- Plan and organize volunteer opportunities within the community for Chase market participation

April 2011 – November 2012 Key Bank ~ Cleveland, Ohio

Client Service Manager

- Manage all day to day operations of the branch to ensure total customer satisfaction
- Responsible for all branch compliance, security and operations
- Maintain appropriate inventory using forecasts and knowledge daily business flows

- Prevent losses and reduce risk by reviewing branch operations and account transactions
- Complete internal audits to ensure compliance with company and federal regulations
- Successfully coach, train, and manage teller staff in all aspects of job performance. Currently staff is in top 10 nationwide for referrals and has received accolades from internal partners and external clients
- Maintain and expand client relationships through daily interactions and performing service and maintenance tasks as needed
- Assist branch in meeting sales goals by making quality referrals for investments, deposit products, and mortgage products. Currently achieved over 200% of goal YTD
- Satisfactorily handle escalated client issues or problematic service issues within the branch

June 2010 – April 2011 Key Bank ~ Cleveland, Ohio

Community Bank Management Associate

- Trained on all essential elements of the retail banking operation including audits and cash management, product knowledge and sales, servicing and problem solving within the branch, financial reporting, and creating, maintaining and growing financial relationships
- Represent the company at community events
- Met all goals for Relationship managers within the district, including investment accounts, deposit accounts, and call volume
- Lead financial education courses designed to aid financial literacy in LMI communities

August 2009 – June 2010 Bowling Green State University ~ Bowling Green, Ohio

Teaching Assistant and Recitation Leader

- Responsible for the instruction of 40 undergraduate students at a university
- Create assignments and activities to aid in learning comprehension
- Conduct weekly discussion sections for students to further grasp lecture topics
- Grade all materials including essays and exams
- Advise students on a variety of topics related to the undergraduate experience

AFFILIATIONS and ACCOLADES

- Committee member - Cuyahoga county BGSU alumni association
- Inaugural member - PNC Bank Talent and Diversity Council
- Founding Member – Cleveland Golden Key Alumni Network, chartered 2011
- Former JP Morgan Chase East Ohio Diversity Council Community Involvement Chair
- 2011 Dreamgirls International – Mentor and Workshop presenter
- Planning Committee Member – Heights Community Congress
- 2010 Ball State University Black Issues Conference Workshop presenter
- 2009 BGSU Outstanding Teacher of the Year Nominee

References available upon request