

## JACQUELINE MCSEARS BOLES

### RETAIL BANKING AND OPERATIONS



Jacqueline McSears Boles earned her B.S. in Business Administration from Bowie State University in 1994. Soon after, she joined Bank of America where she successfully managed over five branch locations throughout Prince George's County, Maryland.


During her distinguished tenure, Jacqueline made many contributions and earned numerous accolades including the Community Investment President's Award for her dedication to volunteering in underserved communities. She received, the Diversity Award, for her efforts to enhance the company's vision regarding diversity and she served as a chief architect behind and founding

member of Bank of America's Diversity Council.

After several years, Jacqueline joined SunTrust Bank where she managed the largest deposit base branch location in the county and was also recognized as the top investment sales manager in her region. Jacqueline was so proficient in her role as a financial services executive, that she was given the added responsibility of training all new branch managers as a final stage of preparation prior to their receipt of their branch assignment.

Jacqueline joined Industrial Bank in 2009 where she quickly distinguished herself and was promoted to the Senior Vice President of the Retail and Operations Banking Divisions. In this role, she leads the management team responsible for establishing and retaining consumer and commercial financial relationship portfolios. She also oversees the daily functions of Industrial Bank's Operations Department and is a key liaison for the bank and local organizations to promote the economic health of the community.

Jacqueline has been the driving force behind the creation of a standardized Industrial Bank branded financial literacy curriculum, and she has participated in several initiatives, including business development strategies and the implementation of employee growth and retention programs. With a passion for leading teams and serving the community,



Jacqueline in 2016 began providing financial literacy to incarcerated juveniles charged as adults in the Baltimore Jail.

More recently she along with a few other bank colleagues developed a relationship with the DC Department of Corrections. The team visits residents in maximum and minimum security to provide a 7-session series of comprehensive banking topics in an attempt to better position them for success upon release. She continues to focus on innovative ways to enhance the client banking experience through the development of her sales and operations team and was recently added as a member of Industrial Bank's Executive Leadership Team.