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## Mark Kim

### Commercial Banker: Helping Customers Decide on Best Banking Solutions For Positive Growth

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#### Summary

Commercial banker with 13+ years of experience in customer-facing roles with a focus on resolving clients' financial problems. In debt knowledge of various products offered by bank (credit card terms, loans, accounts) to help customers make decision that would best suit their financial needs. Highly experienced in the loan negotiation and approval process to balance both the individual customer and bank needs. Created new business opportunities of \$5M just in the last quarter.

#### Experience

##### Lessard

Chicago, IL

##### Commercial Banker

2016 - Ongoing

Lessard is a management consulting firm in Chicago

- Attained & surpassed loans targets - 22%, \$4 million referrals of accounts with cross-selling services
- Advised portfolio of 250+ clients on financial and cash management to help them achieve their goals and get ever-growing ROI
- Provided 30 customers/ day with more information about credits, loans with a focus on matching client needs to specifics of each individual banking product

##### Harvey

Valdosta, GA

##### Personal Banker

2014 - 2016

Harvey is one of the largest banks in Georgia with variety of Digital and Traditional Retail Financial Products.

- Advised portfolio of 75 key clients; this included frequent contact and relationship building
- Managed the credit quality of a \$1 million+ portfolio
- Took a personalized approach to finance management, helping clients decide on best investment in crypto, real estate, etc. for a positive ROI

##### Lessard

Aberdeen, WA

##### Customer Service Representative

2009 - 2014

Lessard is privately owned bank specialising in online trading and investments.

- Increased client based from 20 to 50 in a span of 11 months
- Managed the credit quality of a \$1 million+ portfolio
- Identified, met, and started to build B2B relationships with 20+ new target companies with a focus on decreasing acquisition period by 3 months
- Maintained company quotas with a 97% call average for excellent customer service

#### Languages

English ●●●●●

Italian ●●●●●

Slovene ●●●●●

#### Skills

Financial Management · Loans · Negotiations · Bank Products