

JESSICA CLAIRE

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CAREER FOCUS

PRIVATE BANKING CLIENT RELATIONSHIP MANAGER

Client-focused relationship manager, dedicated to exceeding client expectations, maintaining strong, fruitful working relationships with customers to gain their trust and respect, offering these core strengths: Create and support client retention strategies for existing customer base while developing new customers. Strengthen working relationships with clients, utilizing excellent interpersonal skills. Continually develop customer care skills with results driven attitude.

PROFESSIONAL EXPERIENCE

Private Banking Client Relationship Manager, 04/2011 - 09/2012

Ascensus – Minneapolis

- Key Contributions: Addressed high net worth client needs and built financial plans while striving to outperform and exceed prior profitability and revenues.
- Managed the account team to its highest performance, reaching the firm's established goals and customer satisfaction which resulted into many customer appreciations for the outstanding work.
- Maximized the high net worth clients' accounts balance growth.
- Expanded the customer-base of high net worth clients with the referrals of the present well-to-do customers.
- Maintained well-established relationships with high net worth individuals.
- Responsibilities: Providing high net worth clients with classic bank services and operations, customized for every customer's needs.
- Preparing presentations for the clients with special offers in saving and increasing high net capital.
- Interacting with other bank branches and departments, regarding job duties and the goals of the bank.
- Contacting clients via emails, phone calls and meeting up personally to discuss b.

Client Relationship Manager, 2007 - 2011

Alfa-Bank – City

- Maintained knowledge on banking products and distribution to provide optimal service support.
- Coordinated with teams and assisted clients in providing optimal financial advice on various banking products.
- Monitored client requirements, identified prospective opportunities and assisted in increasing revenue.
- Analyzed financial products and recommended appropriate products to clients.
- Developed and maintained bank revenue goals.
- Managed all product inquiries for clients and provided solutions.
- Designed strategies to retain present businesses and for acquiring prospective clients.
- Established increasing of customer satisfaction.
- Responsibilities: Promoting business for the Bank by maintaining good customer relations Providing leadership, training and support to less experienced or new staff members and reviewing their work.
- Performing general operations duties, such as balancing a cash drawer, replenishing an ATM and opening and closing the branch.
- Performing intermediate duties and support related.

EDUCATION

Diploma: Finance, 2013

Moscow International Institute of Economics and

License of Federal Financial Markets Service: 2011

Moscow

Diploma: Linguistics Russian, English and German Language, 2009

Magnitogorsk State University

Diploma: Translation and Comprehension (English, 2009

Magnitogorsk State University