

JESSICA CLAIRE

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Summary

Professional Sales and Management Executive with 17 years of experience in leadership roles attending to customer needs and converting prospects to increase sales. Accomplished in emphasizing service features and benefits, preparing sales order forms and developing reports. Expert in overcoming objections from prospective customers to maximize sales opportunities. Skilled at decreasing risk and spending while increasing sales and customer satisfaction. Organized and dedicated to streamlining procedures. Self Organized, Self Motivated, Hardworking, Results-focused, Perfect Leadership and communication skills.

Skills

- Market Trends Understanding
- Sales and Market Development
- Staff Training and Development
- Budgeting and Expenditures
- Market Trend Analysis
- Customer Trend Analysis
- Operating Procedures and Policies
- Customer Complaint Resolution
- Sales Quota Management
- Relationship Building
- Problem-Solving
- Sales Projections
- Problem Solving
- Team Recruiting and Onboarding
- Customer Service
- Sales Statistics Analysis
- Performance Evaluations
- Decision Making
- Sales Program Coordination
- Sales Records Management
- Territory Management
- Sales Presentations
- Lead Development
- Project Management
- Marketing Initiatives
- Problem Investigations
- Turkish Association of Appraisers Member
- Expert of Turkey Courthouse in Commercial and Appraising Fields
- Capital Markets Board of Turkey - Corporate Governance Rating Specialist Licence - 07/2016
- Capital Markets Board of Turkey - Credit Rating Specialist Licence 07/2016
- Capital Markets Board of Turkey - Capital Market Activities Advanced Level Licence 06.2015
- Licence - Capital Markets Board of Turkey- Real Estate Appraisers- 03/2016
- Capital Markets Board of Turkey - Derivative Instruments Licence - 06/2015

Experience

EXPERT SME BANKING MANAGER, 02/2015 to 09/2017

Bmo - San Francisco, CA

- Defined and framed complex issues and developed processes to support decision making.
- Presented at conferences and briefings, educating prospective clients about services.
- Mastered processes and focused on continuous innovation to provide world-class service to clients.
- Researched key business issues, collecting and analyzing quantitative and qualitative data.
- Leveraged data analytics software to perform tasks.
- Converted financial data resulting in compelling and graphical story.
- Mitigated project conflicts by proactively seeking acceptable outcomes acceptable to stakeholders.
- Conducted formal presentations to inform senior-level audiences.
- Formulated implementation plans, evaluating effectiveness of actions and programs.
- Interacted with subject matter experts to bring highest level of expertise and service to engagement.
- Developed client proposals outlining project structure, approach and work plan.
- Applied techniques to analyze requirements, system capabilities and workflows.
- Translated needs, issues and ideas into effective strategies and action plans.
- Designed survey questionnaires to gather high-quality data and insights.
- Delivered consulting services and created investment scenarios using established framework.
- Offered presales consultations via telephone and face-to-face meetings, supporting sales and marketing teams.
- Collaborated with stakeholders to contribute recommendations and deliver client objectives.
- Collaborated across organization to meet needs of client or research.
- Placed orders for customer purchases and personal inventory to maintain consistent stock.
- Conducted events online and at individual homes to promote products.
- Kept customer information confidential and handled details accurately.
- Delivered high level of service to customers in effort to build upon relationships for future.
- Maintained current knowledge of market trends to help clients feel fashionable and flattered by styles.
- Encouraged team of eight consulting professionals to make sales and provided and training on effective strategies to motivated members.
- Documented research findings and prepared polished reports highlighting results and potential improvement strategies.
- Reviewed diverse organizational problems to assess concerns with workflows, communication and cost controls.
- Supervised freelance Manufacturing, Foreign trade, Transportation, Construction etc businesses, overseeing personnel, finances and day-to-day business operations.
- Met with clients and discussed the scope of the project to ascertain how long it would take and what resources would be needed.
- Evaluated internal systems and prepared training initiatives to mitigate ongoing problems.
- Partnered with different project stakeholders to gain valuable insight into operations and improve results.
- Collaborated with CEO establish and enhance procedures for increasing efficiency and labor investment.
- Devised new and improved records management programs to organize and protect data.
- Resolved Management and Financial issues and implemented corrective actions to prevent recurrence.
- Studied Finance, Project Management, Foreign trade, Marketing, Corporate Governance, Real Estate Valuation, Credit Rating & Valuation, Engineering Techniques to develop and implement enhancement recommendations and facilitate Efficient Company Management

COMMERCIAL PORTFOLIO MANAGER, 01/2014 to 01/2015

Burgan Bank - City, STATE

- Met with clients on regular basis to discuss market trends, portfolio adjustments and performance details.
- Evaluated risk, gauged relative valuations and identified threats.
- Built and presented investment proposals for clients.
- Made proactive adjustments to portfolios due to market trends.
- Facilitated new investment strategies to address areas of underperformance.
- Reviewed and rebalanced client portfolios to adhere to client investment limits.
- Recommended methods to increase yields and reduce risk exposure.
- Provided options to high net worth clients to increase yields and minimize risk.
- Calculated real-time P&L on client portfolios and reconciled accounts daily utilizing Software
- Developed annual branch business plan for maximum profitability and effectiveness.
- Established budgets and strategic business plans for daily operations.
- Articulated growth objectives and operating plans.
- Maintained current and accurate cash balances for all programs, departments and projects.
- Oversaw preparation of corporate balance sheets, income statements and other financial reports.
- Set and reinforced consistent and compliant control and operational policies for accounts tracking, reconciliation and reporting.
- Managed contract administration, maintained files, validated codes and monitored reporting.
- Negotiated contract terms and rates with banking institutions to increase profitability.
- Evaluated accounting and financial reporting systems to assess quality, identify concerns and devise enhancement strategies.
- Monitored more than 75 corporate client relationships to deliver exceptional service.
- Interviewed average of 50 loan applicants per month and provided expert financial advice on mortgage, educational and personal loans.

COMMERCIAL AND CORPORATE PORTFOLIO MANAGER, 09/2012 to 07/2013

Akbank - City, STATE

- Met with clients on regular basis to discuss market trends, portfolio adjustments and performance details.
- Evaluated risk, gauged relative valuations and identified threats.
- Built and presented investment proposals for clients.
- Made proactive adjustments to portfolios due to market trends.
- Facilitated new investment strategies to address areas of underperformance.
- Reviewed and rebalanced client portfolios to adhere to client investment limits.
- Recommended methods to increase yields and reduce risk exposure.
- Provided options to high net worth clients to increase yields and minimize risk.
- Accomplished at least 95 % returns year over year.
- Completed month-end and year-end closings, kept records audit-ready and monitored timely recording of accounting transactions.
- Enhanced financial performance metrics by networking to create successful and sustainable relationships.
- Established budgets and strategic business plans for daily operations.
- Articulated growth objectives and operating plans.
- Led banking tasks, business administration and financial decision-making to ensure first-class client services.
- Set and reinforced consistent and compliant control and operational policies for accounts tracking, reconciliation and reporting.
- Negotiated contract terms and rates with banking institutions to increase profitability.
- Evaluated historical, current and forecast data to determine opportunities for development and enhancement.
- Evaluated accounting and financial reporting systems to assess quality, identify concerns and devise enhancement strategies.
- Monitored more than 50 corporate client relationships to deliver exceptional service.
- Interviewed average of 25 loan applicants per month and provided expert financial advice on mortgage, educational and personal loans.

SME AND COMMERCIAL PORTFOLIO MANAGER, 09/2005 to 09/2012

Garanti Bank - City, STATE

- Met with clients on regular basis to discuss market trends, portfolio adjustments and performance details.
- Evaluated risk, gauged relative valuations and identified threats.
- Built and presented investment proposals for clients.
- Made proactive adjustments to portfolios due to market trends.
- Facilitated new investment strategies to address areas of underperformance.
- Reviewed and rebalanced client portfolios to adhere to client investment limits.
- Recommended methods to increase yields and reduce risk exposure.
- Provided options to high net worth clients to increase yields and minimize risk.
- Completed month-end and year-end closings, kept records audit-ready and monitored timely recording of accounting transactions.
- Enhanced financial performance metrics by networking to create successful and sustainable relationships.
- Received Garanti Bank Portfolio Manager's Award for 98 % rate of closed loans.
- Articulated growth objectives and operating plans.
- Led banking tasks, business administration and financial decision-making to ensure first-class client services.
- Established budgets and strategic business plans for daily operations.
- Maintained current and accurate cash balances for all programs, departments and projects.
- Oversaw preparation of corporate balance sheets, income statements and other financial reports.
- Set and reinforced consistent and compliant control and operational policies for accounts tracking, reconciliation and reporting.
- Managed contract administration, maintained files, validated codes and monitored reporting.
- Negotiated contract terms and rates with banking institutions to increase profitability.
- Evaluated historical, current and forecast data to determine opportunities for development and enhancement.
- Evaluated accounting and financial reporting systems to assess quality, identify concerns and devise enhancement strategies.
- Monitored more than 250 average client relationships to deliver exceptional service.
- Interviewed average of 50 loan applicants per month and provided expert financial advice on mortgage, educational and personal loans.

Languages

English: Russian:
Negotiated: Negotiated:

Arabic:

Negotiated:

Accomplishments

- Banking -SME-Garanti Bankasi A.S.
- Internet Banking Campaign-Garanti Bank, Turkey 1st.
- Pos Campaign, Garanti Bank, Turkey 1st.
- Corporate Business Pension Campaign- Garanti Bank , Turkey 1st.
- Agriculture Card Campaign,Garanti Bank, Turkey 1st.
- Cheque Book Campaign,Garanti Bank ,Territory 1st.
- Commercial Banking Spot award-Garanti Bank
- Sme Banking -Turkey and district 1st. grades
- Banking -Commercial-Akbank, Turkey 1st
- Commercial Card Campaign -Yapi Kredi ,Territory 1st.

Certifications

- Basic Accounting Education, Ifa Education and Consulting, 2005
- Efficiency under stress, Masters Training International, 2006
- Mortgage Expert Certification Program, Istanbul Bilgi University, 2008
- How to Financial Markets Work, International Faculty of Finance-London, 2010
- Presentation techniques, Dialog Professional Education Company 2011
- Negotiation Skills, Dale Carnegie Training, 2012
- Basic Accounting Education, Ifa Education and Consulting, 2005
- Capital Markets Board of Turkey - Corporate Governance Rating Specialist Licence - 07/2016
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- Capital Markets Board of Turkey - Derivative Instruments Licence - 06/2015
- Certified turkish courthouse basic training certificate-Baskent University, 2018
- Basic occupational health and safety, Med Academi&Burganbank, 2014

TOEFL AND TOEIC CERTIFICATES

- English Language Institute: EXPRESSION , 12/2002
- Nassau Community College - Garden City, NY
 - Completed professional development in Expression Courses for 2 section between 09/28/2002 and 04/24/2003 dates.
- INTENSIVE COURSE: English-as-a-Second-Language Education, 07/2002
- Embassy CES - New York, NY
 - Completed 260 lessons for continuing education in Intensive Course in English as a Second Language ,achieved advanced degree

Bachelor of Science: Industrial Engineering, 06/2001

SELCUK UNIVERSITY - Turkey

- Industrial Engineers Club Member
- Honorable Student Recipient
- Ranked in Top 10 % of class
- Turkish Education Society Recipient
- Major in Management
- Thesis: Problem Solving of Production and Management fields

MBA: Marketing Management And Research

Hofstra University - Hempstead, NY

- Completed professional development in Expression Courses for 2 section between 09/28/2002 and 04/24/2003 dates.

Education and Training

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Nassau Community College - Garden City, NY

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