

JESSICA CLAIRE

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SUMMARY

Corporate Banking Relationship Manager Top-performing professional who builds high-performance teams and develops new corporate clients thus delivering higher-revenue and profits. An energetic and committed individual, currently seeking a suitable position with a reputed organisation, offering an opportunity for professional growth and career advancement. 7+ years' extensive exposure in Banking Services coupled with the ability to think strategically and develop strong relationships with key stakeholders to deliver aggressive growth through acquisition of bank liability customers in the corporate and SME banking segments A MBA with demonstrable track record of achieving the bank's set budget targets for revenue, profitability, volumes and customer satisfaction - in compliance with established credit policies, procedures, standards, regulatory requirements and best market practice Ensures that the product offerings for the Corporate Banking customers are continuously aligned with market best practice. Has gained hands-on exposure of driving the use of continuous improvement methodologies and the application of best practice techniques to deliver robust operational improvements across the banking systems Motivational management style with a proven history of building, guiding and retaining high-performance teams to develop and implement strategies for accelerated growth. Strives to optimize operations, reduce costs, mitigate lending risk, and improve service quality while strengthening the bottom line Key Areas of Impact Corporate Sales Compliance Management Team Leading Relationship Management SME Business Corporate Creditworthiness Operations Management Business Acquisitions Process Management

SKILLS

- Customer Service
- Decision Making
- Risk Assessment
- Team Building Leadership
- Time Management

EXPERIENCE

Retail Banking Executive, 02/XXX8 - 06/2020

Hsbc – Woodside, CA

- Process new applications, renewals, excess and isolated requests for new and existing customers in coordination with Relationship Managers
- Liaise with Credit and TFC departments for customer transactions
- Liaison with customers for their day-to-day banking requirements
- Ensure customers are informed of the expiry of their facilities and other matters
- Scrutinize and deliver all security documents to customers for signatures
- Maintain good relationships with key potential corporate clients
- Assist Senior Team members to develop these into successful, ongoing business relationships in order to establish a basis for potential business
- Deal with routine customer queries through internal and external communication and provide appropriate answers or support to enhance the customer satisfaction
- Monitor the progress of corporate deals and ensure quick action in case of any adverse development
- Review new applications for loans and credit cards to confirm their completeness and initiate processing, by deciding those cases within delegated level of authority and handing-over the remaining to the appropriate authorities
- Develop competitor awareness to assess the extent to which the Bank's products and services are competitive and to provide suitable feedback to Senior Team members
- Take active interest to build skills and develop competencies to hold higher responsibilities

Relationship Officer, 07/XXX5 - 09/XXX7

Hsbc – Arlington, TX

- Actively responsible for maintaining the highest standards of compliance and ethics to build a huge and stable working capital products base to increase the profitability
- Products includes, Term Loan, Cash Credit, Overdraft Against Property, Bank Guarantee, Letter of Credit, Bill Discounting, Export credit
- Provide effective secretarial support to market the bank's products and services and acquire the best of corporate accounts to build a profitable client base - ensure delivery of top line targets for corporate business of the branch
- Handle overall service delivery operations and monitor performance against key success metrics whilst identifying and mitigating risks, meeting quality, quantity, turnaround time and following up with clients'
- Managing and enhancing the existing corporate portfolio and solicit acceptable new relationships to meet the pre-set financial and non-financial objectives
- Managing day to day client requirements such as overseas transfers and maintaining customer focus and excellent customer service
- Developing and maintaining strong working relations with all existing clients at key levels to optimize the utilization of approved facilities
- Provide strategic direction to the team members by detecting growth zones to facilitate creation of new opportunities; support the achievement of their goals
- Conduct the analysis of the company's financial statements e.g
- Balance sheets, P & L Accounts, liquidity status, cash flows, growth potential and the business model of potential borrower companies that approach ADCB for facilities -determine their financial standing and assess their creditworthiness for grant of the facility
- Keep a tab on business dynamics and realigned policies and programs to combat competition and stay firmly afloat in fiercely competitive market
- Ensure the productivity of the branch as per the expectation of the company by planning activities for sales, measurement of product penetrations, and customer awareness and satisfaction
- Ensure that banking facilities offered to clients are structured in compliance with credit lending policies
- Manage the operational integrity of the branches according to the regulations by ensuring all staff members adopted the core standards of behaviors
- Review company operations, evaluated their efficiency, effectiveness and compliance with corporate policies and procedures, laws, and government regulations Training
- International Currency Markets – Foreign Exchange 10

RELATIONSHIP OFFICER, 04/XXX3 - 06/XXX5

Mashreq Bank – City, STATE

- Accountable for rendering the best service standards to the clientele base
- Fostered the bank's propositions in the market and with customers
- Provided strong overall leadership and planning of activities/initiatives designed to achieve long term business growth and profitability
- Established critical relationships with key business stakeholders to ensure risk and control issues were identified, owned, escalated, and resolved satisfactorily
- Handled all commercial facilities requests of customer in coordination with the Branch manager and concerned departments
- Planned and conceptualized various strategies to achieve business goals for business development and aimed towards the growth in business volumes as well as profitability
- Recommended productive methods to the management
- Followed all audit procedures and policies regularly without any delay
- Prompted rectification of audit and compliance observation
- Certificate of Achievements, Outstanding Contribution to Personal Loans

EDUCATION AND TRAINING

Master of Business Administration (MBA): 01/XXX2

Kakatiya University

B. Com: Computers, 01/2009

Kakatiya University

LANGUAGES

English:	Hindi:
Negotiated:	Negotiated:
Telugu:	Urdu:
Negotiated:	Negotiated:
Arabic:	
Negotiated:	

English:

Negotiated:

Telugu:

Negotiated:

Arabic:

Negotiated: