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| **Christopher O. Umassor** | Henderson, NV  m: +516.850.1148  cumassor@yahoo.com |  |

**Professional Summary**

*Vision-driven change agent with experienced record of operations, IT and business development, fraud and risk analysis, and management success for leading financial organizations*

Proven talent for aligning business strategy and objectives with established business development and financial operations management paradigms to achieve maximum operational impacts with minimum resource expenditures. Growth-focused thought leader with expertise spanning financial, fraud and risk analysis, planning, management and development, customer relations, technology solutions, and project management. Exceptional manager with keen interpersonal, communication, and organizational skills, as well as budget management, policy development, and resource allocation expertise.

**Professional Experience**

Barclays Bank, Henderson, NV, 2019 Contract Position  
**RELATIONSHIP MANAGER**

* Demonstrated exemplary professionalism in daily calls, practicing active listening, establishing and maintaining trust and rapport with customers; achieved a 99% customer satisfaction rating.
* Provided daily thorough review of accounts to determine the potential for fraudulent activity.
* Measured and placed outbound calls as a source of comparison to account indicators.
* Performed consistent daily-completed audit documentation.
* Exercised and agile ability to understand and analyze customer needs while still adhering to compliance regulations and security policies.
* Met and maintained the highest professional verbal and written communication standards.
* Recognized as a Barclay’s ambassador to make sound judgment calls on behalf of the Company.

Safe Ways Daycare, Long Island, NY, 2016-2020  
**CUSTOMER RELATIONS MANAGER, REMOTE**

* Established successful daycare business in New York, now operated by paid, hired employees.
* Developed business plan, company guides, classroom curriculum and parent handbooks.
* Responsible for daily operations, including but not limited to marketing, daily activities, inbound call management.
* Charted a successful course for acquiring and retaining customer relationships by dynamically addressing solutions to meet customer and family needs.
* Nurtured and deepened relationships with parents by providing exceptional customer service on a daily basis.
* Grossed 100k+ during the first year; grew 50% the following year, and surpassed 200k+ the third year in gross income.

JPMorgan Chase, New York, NY, 2015-2016   
**OFFICER, SENIOR RELATIONSHIP BANKER, SBS**

* Introduced clients to a variety of financial products and services, and managed portfolios of affluent customers and business owners with responsibility to deepen, retain, and improve the profitability of these relationships.
* Provided high level customer service appointments and engage in conversations following a prescribed sales process designed to effectively uncover customer needs and provide relevant customer solutions.
* Performed astute evaluation of customer needs to pro-actively recommend and sell products or services to the customer and responded to all customer service inquiries and concerns to provide solutions.
* Offered deposit account solutions through effective implementation of the new account opening process. Responsible for basic cash handling transactions when necessary
* Liaise and cross sells between all of JPMorgan Chase & services including Deposit, Credit, Investment and Insurance products through outreach and appointment banking.
* Served as a (SBS) Small Business Specialist. Pro-actively operated at the heart of the local business community, building new relationships and actively managed portfolios.
* SBS focus is on new business development for lending and deposits.
* Advanced outreach efforts included but not limited to lead lists, internal and external referrals, prospecting, and referrals from centers-of-influence.
* Partnered and maintained relationships with businesses to increase cross-sell opportunities and achieve sales goals.

Santander Bank, New York, NY, 2014-2015  
**SENIOR PERSONAL BANKER**

* Modeled outstanding customer service, developing and deepening customer relationships following a focused cross-selling strategy.
* Successfully achieved sales goals and participated in all sales activities in the branch by engaging in a personal weekly sales activity plan.
* Supported customer relationships by selling bank products and providing excellent customer service.
* Expanded and retained customer relationships via active cross sells and resolving customer problems quickly and efficiently.

New York Life, New York, NY, 2013-2014  
**FINANCIAL CONSULTANT, RELATIONSHIP MANAGEMENT**

* Prepare financial plans for clients covering various aspects of personal finance which included: cash flow management, budgeting, forecasting, education planning, retirement planning, investment planning, risk management and insurance planning, tax planning, estate planning and business succession planning.
* Specialized in offering clients a variety of financial products such as life insurance, health insurance, and disability insurance; long-term care insurance, annuities and mutual funds.

Merrill Lynch, New York, NY, 2009-2013  
**AVP-GWIM OPERATIONS TEAM MANAGER**

**HEAD OF INTERNATIONAL SP TRADING SUPPORT,** 2011-2013

* Positioned as point of contact for GWIM Domestic and Latin American International Structured Products Originators and Marketers for deal posting, ticketing and post trade inquiries regarding structured product sales, quality control monitoring.
* Successfully developed, prepared and maintained, sales team daily, weekly and monthly reports including P&L and performance reporting.
* Liaison with sales desk and Financial Advisors, Traders and Error control, as needed.
* Directed development of the Primary/Secondary trading platform (website) for LATAM SP (Sales desk), (Invest XA).
* Created trading structures to market to clients and monitored the pricing and order release process.

**GWIM SR OPERATIONS ASSOCIATE, CLIENT SUPPORT,** Hopewell, NJ, 2010-2011

* Led document control, queue management, margin compliance obligations, secured and unsecured debt collection, and risk and exposure review related to fraud prevention.
* Navigated inbound calls, mail processing, check and security deposit processing, trade correction and manual order entry.
* Developed and fostered collaborative relationships within and across business units and sectors.
* Researched and provided daily, weekly and monthly reporting of all functions performed.

**CASH OPERATIONS REPRESENTATIVE,** West Hempstead, NY, 2009-2010

* Audited and verified deposits, reviewing for fraud, preparing adjustments, crediting accounts, processing payments, and sorting bills.
* Responsible for deposit processing functions and reconciles out-of-balance condition, while maintaining compliance.
* Managed and handled cash and/or checks in a secure environment for internal and external clients.

**Education and Credentials**

Master of Science (M.Sc.) in Criminal Justice, Economic Crime, 2013

*Boston University, Boston, MA, Online Program*

Bachelor of Science (B.Sc.) in Business Management, Finance, 2009

*SUNY Stony Brook, NY*

IBM Cyber Security Analyst Certificate

Google Project Management Professional Certificate

Google IT Support Professional Certificate

Google IT Automation With Python Professional Certificate

Google Cloud Security Professional Certificate

AWS Certified Cloud Practitioner

IBM Cyber Security Professional Certificate

Certified Professional Sales Leader Designation

**Awards and Honors**

Established an Honor Society for Boston University

Started a Daycare Business in New York State

**Activities**

Boston University, Boston, MA, 2012-Present  *President and Co-founder of Nu Mu, a Non-profit at Boston University.*

* Co-founded the Alpha Phi Sigma National Criminal Justice Honor Society at Boston University.
* Led a group of scholars in providing community service, continuous learning for the youth and community awareness.
* Twice a year, held an induction ceremony for all new members who have shown high scholastic achievement.
* Involved in numerous projects to promote the Honor society and market Criminal Justice program on behalf of the University.

**Volunteerism**

* Donated PPE supplies to Henderson Hospital in Henderson, Nevada.
* Discussed Financial Literacy to High School Students in New York.

**Additional Information**

**Technical Proficiencies:** Windows, Mac OS, Linux, Servers, Routers, LAN, Wireless LAN, Microsoft Exchange, Active Directory, Microsoft Office Suite, Bloomberg, LexisNexis, Reuters, QuickBooks, Microsoft Project, Access, SAP, Visual Basic, Google Suite, Salesforce, CRM, Network Security, IT Support, Python, Windows, Google Cloud, PowerShell, BASH AWS Web Services, Android Studio, AWS Cloudwatch, AWS Compute : EC2, AWS IAM, VMware, Microsoft Windows Server, TCP, TCP/IP, Citrix, Trello, Asana, Monday, Kanban.

**Interests:** Basketball, Football, Movies, Working Out, Audio Books, Researching & Learning New things, Cooking, Design, Art, Fashion, Reading and Making Quotes, Writing, Story Telling, Handy Work, Travelling, Spending Time With Family.