

Robert Smith

Business Specialist/Analyst

PERSONAL STATEMENT

A self-motivated individual who is able to work in a group or through individual efforts. Sales background with a unique ability to build strong ties and earn trust with clients to continue great relationships. Able to multitask and produce with solutions tailored to the needed task at hand.

WORK EXPERIENCE

Business Specialist/Analyst

WELLS FARGO BANK - July 2011 - 2019

Responsibilities:

- Provide a full range of business banking services emphasizing on business products including but not limited to loans and cash management products.
- Proactively reaching out into the community by visiting businesses, make outbound calls to customers, and conducting educational seminars.
- Review and revise existing business strategies to achieve company objectives.
- Develop new business process and make enhancements to meet changing clients demands.
- Analyze current client relationship and proactively maintain a book of business with recommendations to help clients achieve financial success.
- Managed coordination and support of key processing, including forecasting, performance feedback, employee communication, succession planning, and employee development.
- Established home equity loans and lines, unsecured personal loans and lines of credit to high net-worth customers.

Business Specialist

ABC Corporation - 2008 - 2011

Responsibilities:

- Managed internal communications to the Collections, Customer Service and Remarketing Teams, an audience of over 2,000 employees across multiple locations in North America.
- Additional responsibilities included project management, executive report analysis and development, training material design, graphic design and process improvement initiatives.
- Received 2006 Customer Service Excellence Award (annual employee recognition award).
- Wrote comprehensive business plan and led marketing efforts for the launch of a new company as part of a select team that developed alternative business strategies in the wake of Chrysler Financials liquidation, which ultimately led to the acquisition by TD Bank.
- Created a new and very successful employee recognition program, E2E Rewards, focused on prompt, immediate and positive reinforcement and

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Intermediate.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

recognition of meaningful behaviors.

- Centralized multiple intranet sites to improve efficiency and the user experience.
- Co-managed multiple large offsite conferences and events, ranging from 60 - 400 attendees..

Education