

ROBERT SMITH

Asst. Business Relationship Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Deliver value and positively impact a reputable company by providing long term benefit as a top income producing asset.

CORE COMPETENCIES

Account Management, Insurance, Documentation, Crystal Reports.

PROFESSIONAL EXPERIENCE

Asst. Business Relationship Manager

TRI COUNTIES BANK - May 2013 – 2019

Key Deliverables:

- Present a variety of product solutions to meet client needs through sales profiling techniques, Maximize Business household growth, cross sale opportunities and ongoing relationship profitability.
- Proactively develop existing bank relationships by understanding client goals and business challenges.
- Prepare client profiles, relationship plans and calling schedules through CRM for prospects and customers.
- Identify Business prospects and business referral opportunities through outside calling and marketing efforts.
- Ensure loan requests are processed accurately through coordinating efforts with underwriting and clients.
- Provide assistance and exceptional sales support as a knowledgeable product specialist.
- Maintain a current understanding of Bank procedures, policies, regulations and bank compliance.

Business Relationship Manager

Texas Department Of Transportation - 2011 – 2013

Key Deliverables:

- ORGANIZATIONAL CHANGE MANAGEMENT - Develop Change Impact Analysis (CIA) to identify how a new product introduced by Information Technology (IT) projects affects TxDOT end-users.
- Collaborate with Project Managers to determine processes and develop strategic deployment schedules.
- Develop organizational change management assessments end-user communications plans to get the right information to each impacted audience at the right time, at the right level of detail.
- Monitor and collaborate with the Change Advisory Board (CAB) regarding IT change requests and approvals.

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- Advise CAB on CIA, Communications Plan and obtain approvals for agency-wide and leadership communications.
- OUTREACH - Coordinate outreach efforts to connect with all 59 TxDOT divisions and districts regarding IT security, services and projects.
- Maintain Information Management Division (IMD) intranet site updated and functional..

EDUCATION

BS - 2000(UNIVERSITY OF PHOENIX)

