

Objective

Over 26 years of experience in building and leading integrated sales and marketing for financial institutions and high-profile companies. Strong focus on team building and employee relations. Excellent leader who creates a team-oriented environment; which increases employee efficiency and productivity.

Skills

Word, XSL.

Work Experience

Business Relationship Manager I

ABC Corporation - April 2012 – July 2015

- Manage a portfolio of clients with revenues from \$500k to 10MM.
- Building relationships by providing financial advice to business clients with a focus on client experience and risk management.
- Develop and manage a disciplined marketing process by identifying steps/strategies necessary to effectively maintain and build relationships with clients and prospects.
- Building collaborative internal and external Relationships to provide the best in client advice and service develop the business to ensure a seamless experience for the client who has multiple products and services.
- Serve as a trusted advisor to the client in delivering comprehensive and customized business banking products and solutions tailored to the financial needs and circumstances of business clients.
- Coach and mentor the entire branch team to uncover sales opportunities among both current and potential business customers.
- Work with Personal Bankers (PBs) to increase comfort and effectiveness with business customers and prospects.

Business Relationship Manager

ABC Corporation - 2009 – 2012

- Liaised between enterprise I.T.
- Services and functional business units.
- Implemented changes in business processes to achieve productivity gains, improved performance and reduction of cost.
- Successfully managed internal customer relationships, delivery of business solutions, and continual process improvement..
- Analyzed and co-implemented local helpdesk resulting in improved ticket resolution quality, reduction in turnaround time, and \$200,000 (48%) annual contract savings.
- Eliminated a misallocation of department funds by redirecting contingent labor through IT procurement channels, resulting in \$300,000 annual savings & improved line of sight.
- Coordinated Land and Legal business requirements, resulting in \$0 leveraged software cost, 78% time savings per iteration and \$67,000 annual payroll savings..

Education

Bachelor of Arts in Interpersonal and Group Communication - (Trinity International University)