

ROBERT SMITH

Sr. Business Relationship Manager

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

SUMMARY

Seeking employment with a company that will leverage my transferable skills and experiences to further support their organization's growth for profits, market share, and sustainability for the company.

CORE COMPETENCIES

Access, Sap, Excel, Powerpoint, MS Office, Acrobat, Autocad, Crystal Reports, Crystal Reports, Excellent Customer Service, Management, Negotiation, ADP, SQL, Personnel Management, Personnel Management, Problem Solving, Project Management.

PROFESSIONAL EXPERIENCE

Sr. Business Relationship Manager

ABC Corporation - April 2011 – November 2011

Key Deliverables:

- Analyzed products, service and customer data to provide a recommendation to invest in shares, banking, insurance, loan, mutual fund, gold, bond, fixed deposits, products and services to the firms customers and also to mentor new hires.
- Initiated corporate meetings to introduce various products and services offered.
- Achieved business in an adverse situation and through difficult clients.
- Charted out a plan for business growth and suggested products to minimize their risk.
- Heavily utilized PivotalCRM, thunderbird to perform day to day jobs and for educating clients to use the web-based platform to transfer funds, invest, save their insurance, buy a bond , fixed deposit, mutual fund, future and options, research market all in one platform.
- Prevented money laundering by ensuring the clients are KYC compliant and authenticated each document by matching them with originals.
- Utilized access to the firms countrywide customers data(item master) and their investment portfolio to resolve their issues or concerns.

Business Relationship Manager

J.P. MORGAN CHASE - 2008 – 2011

Key Deliverables:

- Effectively acquire, manage and grow profitable account relationships with business customers.
- Ensure the overall growth and success of an assigned portfolio by deepening relationships with existing customers and new acquisitions.
- Continually partners with existing customers in order to fully understand their businesses, goals, and challenges.
- Proactively assesses clients financial needs in order to formulate a business plan and deliver an effective solution.
- Perform effective financial analysis in credit, cash flow, and collateral.

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- Drive business revenue for assigned branches.
- Demonstrate strong interpersonal skills and provide exceptional service throughout the client relationship process..

EDUCATION

- Master of Science in Engineering Management - (International Technological University - San Jose, CA)