

ROBERT SMITH

Business Relationship Manager

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

SUMMARY

Highly motivated and detail oriented professional with experience in business operations analysis, schedule planning, revenue management, account management, project management and customer/employee relations. Able to resolve problems in a creative, diplomatic and timely manner. Skilled at building relationships and trust by collaborating with all levels of an organization.

CORE COMPETENCIES

Microsoft Office.

PROFESSIONAL EXPERIENCE

Business Relationship Manager

ABC Corporation - January 2012 – June 2014

Key Deliverables:

- Developed and maintained effective business relationships with key internal client stakeholders.
- Pursued opportunities to increase customer satisfaction and deepen client relationships; managed day-to-day client interactions; set and managed expectations by ensuring clients achieved a clear understanding of deliverables, dependencies and risks.
- Established stakeholder connections that demonstrated the understanding of key relationships.
- Ensured prompt delivery to the business, developed communication and trust with key stakeholders, became trusted advisor to the business units.
- Worked closely with the Solution Delivery team to improve efficiency and viability of work flow.
- Supported overall strategic initiatives and assisted in their adoption and delivery.
- Improved processes used to manage pipeline activities.

Business Relationship Manager

ABC Corporation - 2011 – 2012

Key Deliverables:

- Responsible for providing sales support to existing customers in order to nurture relationships with customers and create foundation for a long-term, ongoing business relationship.
- Contacted new and existing customers to discuss their needs and to explain how these needs could be met by specific products and services.
- Emphasized product features based on analyses of customers needs, and on technical knowledge of product capabilities and limitations.
- Negotiated prices and terms of sales and service agreements.

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- Identified prospective customers by using business directories, following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences.
- Selected the correct products and assisted customers in making product selections, based on customers needs, product specifications, and applicable regulations..
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

- Certificate - (THE PENNSYLVANIA STATE UNIVERSITY, Great Valley - Valley, PA, US)