

ROBERT SMITH

Customer Relationship Manager

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

SUMMARY

Maintaining a high level of intellectual curiosity; asking pertinent questions to gather relevant facts surrounding a problem, issue, or objective; weighing the relative importance, adequacy, and validity of information to form fact-based opinion, solve problems and make sound decisions

CORE COMPETENCIES

Geography, General Law, Asset Protection And Undercover.

PROFESSIONAL EXPERIENCE

Customer Relationship Manager

ABC Corporation - November 2010 – November 2012

Key Deliverables:

- Manage more complex account relationships with emphasis on financial analysis and credit action.
- Manage a portfolio up to 450 loans, special assets or portfolios usually consisting of less complex relationships and business loan losses.
- Serve as a liaison to administrative areas within the bank.
- Insure document compliance/security perfection as well as collateral monitoring/maintenance.
- Implement procedures to meet production deadlines, successfully executes service level agreements, and manages relationships within the internal department and with business partners.
- Responded to customer, investor, or other 3rd party inquiries, researched and/or preparing documentation.
- Analyzed requests in accordance with established guidelines and determining appropriate course of action.

Customer Relationship Manager

ABC Corporation - 2007 – 2010

Key Deliverables:

- Record all Property contracts and request in designated issue tracking in a timely fashion.
- Issue escalation data repositories with detailed Descriptions and Property authorizations as needed.
- Create and Complete MarkeTrak, Move In, Switch Holds, Transfer of Ownership and move outs for all Stars and Commercial accounts.
- Build; maintain an excellent customer relationship over the contract term and beyond.
- Trained and maintained the Multi-Meter Self-Service portal for properties.
- Received inbound/outbound calls or send emails directly to commercial customer to request/provide information or communicate.

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- Worked with supervisor to execute development plans addressing communication, personal development, and technical skills, along with basic industry knowledge..

EDUCATION

- Associates in Associates Degree in the Science of Private Investigating Services - 2008(City College - Fort Lauderdale, FL)