

ROBERT SMITH

Lead Business Relationship Manager

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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.

MAY 2013 - 2019

LEAD BUSINESS RELATIONSHIP MANAGER - FEDERAL RESERVE BANK OF ATLANTA

- Serve as the Client Relationship Manager between Bank business units and local and National Information Technology.
- Significant knowledge in subject matter pertaining to both IT and the business.
- Develop relationships and consults with senior executives and client business leaders to understand their business environment and provide proactive, strategic IT consultation and solutions.
- Support clients and helps shape IT strategy through the development and implementation of local and National IT infrastructure and applications development initiatives.
- Drive the strategic delivery of solutions for the business units served.
- Provide valuable input on leadership and direction of the IT department.
- Provide strategic IT counsel and direction to the Banks business areas by engaging in strategic department planning and staff meetings.

2010 - 2013

BUSINESS RELATIONSHIP MANAGER - ABC CORPORATION

- Managed professional athletes in terms of their day-to-day activities.
- Provided clients accounting services by budgeting, projection of expenses, accounting of revenue, insurance and payment of bills.
- Negotiated marketing endorsement and marketing contracts with various vendors.
- Reviewed player contracts for planning and budgeting purposes.
- Customized insurance programs to suit professional athlete clients, often covering a variety of risks.
- Assisted clients in purchasing real estate and major asset acquisitions.
- Assisted clients in philanthropic goals by creating athlete camps, and fundraisers..

EDUCATION

Bachelor - 1988(Louisiana State University - Baton Rouge, LA)

SKILLS

Certified Business Relationship Management Professional.