

# Robert Smith

## Business Relationship Manager/Supervisor

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### SUMMARY

Accomplished Project Manager with extensive experience leading teams, developing business strategy and innovation, and managing various business relationships. Passionate about LEAN/Agile approaches to deliver higher business value through scaled team-based organizations aligned to business strategy through effective communication. Reputation for innovative solutions, product quality, customer service, and cost reduction.

### SKILLS

Project Management, SDLC, QA Management.

### WORK EXPERIENCE

#### Business Relationship Manager/Supervisor

Wells Fargo Business Banking - June 2015 – 2019

- Started Provide the ability to grow customers to a managed portfolio Prioritizing Business Relationship Management within the company.
- Identifying the needs of existing and potential customers and then ensuring that appropriate resources are committed to meeting those requirements.
- Inspiring others to change for the benefit of the business.
- Working closely with customers to ensure that they are getting the best from the business.
- Showing team members how to adopt more effective ways or working.
- Quickly gaining an understanding of a clients business strategies, plans, needs and objectives.
- Leading a team by providing them with guidance, motivation, and support.

#### Business Relationship Manager

Cargill Metals - 2014 – 2015

- Promote collaboration across the IT service delivery teams and other BRMs to provide first class IT services to the business as one Global IT organization.
- Create a shared mindset and establishes contractual agreements (SLAs) with business/country leadership that specify expected outcomes, deliverables, and terms of engagement.
- Integrate qualitative and quantitative metrics to create reports and scorecards for use in decision support.
- Manage the IT budget for the business/country while sharing the value of IT services with stakeholders.
- Expand and monitor integration across processes, data, and technology for all solutions in the business/country and those defined for the portfolio of services.
- Build and maintain a sustainable business relationship with business/country leaders as well as other corporate executives where appropriate..
- This is Dummy Description data, Replace with job description relevant to your current role.

### EDUCATION

Bachelor of Arts - (University of North Carolina - Charlotte, NC)