

ROBERT SMITH

Business Relationship Manager III

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Long term position utilizing 8 years in sales, marketing and administration, 11+ years in banking with 6 years of successful Business Banking experience.

EXPERIENCE

Business Relationship Manager III

ABC Corporation - MAY 2004 - NOVEMBER 2013

- Grow and manage a portfolio of Business Banking relationships.
- Set short and long term goals for clients involving finance and wealth management Acquisition of new business through active calling on existing clients to solicit referrals and calling on targeted prospects.
- Continuous consulting with clients to identify product and service solutions that meet the financial needs of the client and their business.
- Training and Development of key banking Personal within the Commercial Group to meet sales goals and compliance.
- Licensed Relationship Banker Develop rapport and relationships with a wide array of customers.
- Developed a keen ability to sell deposit products to customers, build new customer relationships through sales initiatives and telemarketing; and cross-sell and provide referrals to other areas of the Bank.
- Assist management with the training and development of newer bankers, providing them with more advanced sales techniques, and methods.

Business Relationship Manager

ABC Corporation - 1999 - 2004

- Played key role as liaison between IT and business partners.
- Led initiatives to enable 360-degree view of Ciscos customer and channel partners information across the enterprise to reduce operational expenses, maximize productivity, and secure millions of dollars in annual savings.
- Spearheaded multiple projects within portfolio, leading cross-functional teams of 40+ members, including project managers, SMEs, analysts, developers, quality assurance personnel, and operations staff.
- Rolled out the MDM portfolio in Clarity tool.
- Strategically planned and managed MDM roadmap.
- Led analytical efforts for systems and business workflows to deliver various strategic solutions with strong ROI in areas of sales, marketing, service, commerce, BI, and acquisitions.

- Chosen to represent status updates, quarterly operation updates and storyboards to executive management..

EDUCATION

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SKILLS

Project Management, Agile, Engineering.