

Asst. Customer Relationship Manager

ROBERT SMITH

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Objective

Energetic and positive professional seeks opportunity to make an immediate impact on employer's success. Professional experience and exceptional customer service and research skills.

Skills

MS Office, Fieldglass, ATS, Beeline, IQN.

Work Experience

Asst. Customer Relationship Manager

ABC Corporation - September 2004 - October 2006

- Analyzed customers account position and offered financial solutions best suited to their need.
- Organized loyalty programs in association with mutual fund companies.
- Developed and expanded account relationships by servicing all the customer requirements.
- Counseled customers on various types of mortgage financing, choosing a program best suited to their needs; completed mortgage application, follow through to closing and resolved any problems while ensuring saleability and compliance guidelines.
- Prepared weekly sales reports for presentation to branch manager.
- Designed and implemented employee incentive programs to increase employee productivity and customer satisfaction.
- Assisted managers with hiring and screening of candidates.

Customer Relationship Manager

ABC Corporation - 2003 - 2004

- Rotated through all critical banking areas.
- Performed and provided immediate customer assistance for a comprehensive slate of bank services.
- Areas and responsibilities encompassed Fraud Detection, Fraud Application, Lost/Stolen, Risk Management, and Credit Lending.
- Identified and mitigated account risk.
- Reduce credit lines, and/or closed accounts to minimize bank exposure.
- Performed Credit Lending decisioning for secured and unsecured accounts for new/existing customers.
- Project Management including Partners Charles Schwab, LL Bean and internal asset audits/Maverick Buying Test Developed and Completed training curriculums as needed..

Education

Essentials of Human Resource Management - (George Mason University)