

Robert Smith

Customer Relations Manager/Associate

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SUMMARY

Highly qualified Customer Relations Manager with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

SKILLS

Excel, microsoft.

WORK EXPERIENCE

Customer Relations Manager/Associate

ABC Corporation - January 2011 - June 2015

- Determined the market potential and segment, and prioritized the opportunities in conjunction with relevant marketing and sales resources.
- Maintained current plans and active pipelines to meet sales goals.
- Monitored and tracked progress of opportunities in the pipeline as well as forecasted performance against Operating Plan with the team to drive the optimal operating mechanisms.
- Managed operating expenses and resources within budget.
- Developed strategy for handoff of sales leads by partnering closely with the sales teams.
- Optimized inbound and outbound resources to qualify leads and generate sales for the professional sales organization.
- Provided a regular operating mechanism of feedback and coaching to drive performance development within the team.

Customer Relations Manager

ABC Corporation - 2009 - 2011

- Roving manager supporting financial centers in Southeast Delaware County, Pennsylvania and Delaware.
- Supported daily operation financial centers in absence of permanent financial center manager or financial sales person.
- Partnered with sales staff in identifying potential cross sell opportunities and banking relationships.
- Meet and review with office staff on daily targeted goals and received commitments in meeting targets.
- Provide service to customers by assisting with opening/closing accounts, platform transactions including researching service breaks.
- Ensure offices were complying with bank policies and procedures.
- Review and assist in training of office staff of new products and procedures..

EDUCATION

AA in Mathematics - 1990(BLACKHAWK COLLEGE - Moline, IL)