**Farah H. Thomas**

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**Expertise:**

* Creative thinker with superb written and verbal communication
* Motivated with the ability to analyze, solve complex problems and formulate solutions independently
* Able to collaborate to develop, implement and support strategies to improve sales effectiveness
* Ability to own projects and implement issue resolutions and process improvements
* Extensive knowledge of Microsoft Office; specifically, Power point and Excel

**Education:**

* J. Sargeant Reynolds Community College, *Associates of Applied Sciences* (A.A.S.)
* Project Management Institute, *Certified Associate in Project Management* (CAPM), in progress

**Work History:**

**Bank of America**

Relationship Manager

*Nov 2016 – Present*

* Implementation and oversight over the day to day processes within the financial center between clients and business partners to manage and process seamless execution of client needs across all platforms
* Coach and develop the sills and techniques of my team to increase production within the financial center and to drive client experience
* Reporting and analyzing data from ground floor to multiple levels of management to track and create future projections of realized and unrealized growth within the given risk framework

**Comcast Spotlight**

Account Executive

*May 2014 – Nov 2016*

* Design, creation, and execution of advertising campaigns tailored to the ever-changing needs that come with businesses within a rapid growth cycle
* Collection and analyzation of report data to improve existing portfolio of clientele and the exposure achieved through active media campaigns
* Identification of process improvement strategies, and their application through the collaboration of multiple partnerships to achieve deadlines and client goals

**Richmond Times Dispatch**

Account Executive

*Jan 2011 – April 2014*

* Developed advertising programs and implemented new processes to that would lead to revenue dollars
* Collaborated with other teams to develop “Legal Brief” and “Invest Well” products and processes that improved sales effectiveness
* Detailed analysis of trends, actual performance, and results to initiate changes as needed to manage the expectations and goals of the client
* Leverage industry insights per client to develop and manage processes and communicate client needs into tangible marketing tools, and effectively deploy campaigns to drive overall success of the business

**Volunteer Service:**

**Juvenile Diabetes Research Foundation**

Mentor

*Jan 2016 - Present*