Bianca Tanoh

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*Highly passionate and motivated* Sales Professional with experience in the Financial Industry. Demonstrates strong collaboration skills to coordinate with operational teams ensuring exceptional service and optimal performance in adherence to organizational objectives. A prior history of success applying sales strategies and contribution to business development objectives. Consistently maintains an aptitude for demonstrating proficient problem-solving skills and providing value-added solutions within a fast-paced environment.

***Core Competencies:***

Influencing Stakeholders

Procedure Designing

Financial Modelling

Problem Solving

Sales

Team Motivation

Employee Relations

Business Development

Leadership & Teamwork

Oral & Written Communication

Negotiation

Recruitment

Health & Safety

Financial Management

Training & Development

**Technical Proficiencies**: Microsoft Office Suite (Word, Excel, PowerPoint), Angus, Remedy

**Professional Experience**

MANAGER: SALES AND SERVICE STRATEGY 2016 – PRESENT

*Tangerine Bank*

* Responsible for designing and implementing process-improving strategies to drive profitability, maximize capabilities, and increase efficiency, I oversaw all areas of business objectives identification, solutions advising, process improvement, strategy design, and management mentoring. // Designed sales and service system tools, processes, and controls to enhance the client experience. // Adhered to all company implementation procedures while implementing sales and service organizational objectives in alignment to the strategic vision.
* Drove strategic direction and delivered exceptional organizational results by identifying process deficiencies and leading all strategic planning. // Created a collaborative, tight-knit team environment with various stakeholders to improve business performance and enhance strategy-aligned synergies. // Coached and mentored floor-level, client-facing employees to adopt strategy changes and drive implementation.

**Accomplishments**

* Designing & Implementing a $500M-Growth-Driving Strategy: Designed and implemented a growth-driving sales and service strategy that increased deposit growth by $500M and $2M in cross-sell products by identifying strategy objectives, optimizing implementation, and analyzing and identifying methods to improve execution while enhancing training and mentoring during rollout.
* Improving Management Performance 20% through Coaching & Mentoring: Improved the management team’s performance 20% by coaching and mentoring them to adopt changes and actively manage areas of improvement on sales and service processes, which reduced attribution rate by 10%.
* Identifying Process Deficiencies to Increase Revenues $75 Million: Identified process strategy deficiencies in the sales strategy through organizational observations, critical assessments, and data analysis, and then drove the implementation of new strategies to increase revenues by $75M.
* Conducting Observations to Identify Areas for Improvement: Enhanced staff engagement and productivity to increase customer satisfaction by adapting responsibilities to maximize employee skill sets and driving employee accountability throughout key business processes. This resulted in higher morale and increased buy-in to new strategy implementation, which led to increased performance.
* Analyzing Data-Driven Learnings to Test & Implement Solutions: Used data-driven learnings to test and implement solutions to increase cross-organizational alignment by analyzing trends to uncover optimum synergies and create highly efficient relationships between regional centers. Guided the implementation system support for alignment while consistently measuring ongoing performance.

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**Professional Experience Continued**

MANAGEMENT CONSULTANT 2017 – 2018

*Queen’s University – Kingston, ON*

* Working as a Senior Management Consulting in a 9-person MBA team, I led and managed requirements gathering, identified deficiencies, recommended strategic solutions, coached and mentored the client through implementation, and managed end-to-end projects. // Transformed the client’s operations to drive market
* Share and increase profitability through strategic solutions. // Enhanced workflow processes and improved supply chain performance through innovative recommendations. // Oversaw and managed all areas of project accounting to ensure the optimum allocation and accountability of funds. // Tracked project KPIs and analyzed progress while recommending process-improving strategies to drive growth. // Designed a target customer-aligned loyalty program to boost the number of repeat customers by 20%.

**Accomplishments**

* Reviewing Existing Processes to Save $250,000 in Supply Chain Expenses: Reviewed existing supply chain processes to identify deficiencies that saved the client $250,000 by introducing and guiding the implementation of a solution to enhance performance, reduce waste, and minimize shipping delays.
* Recommending & Implementing a 15% Customer Satisfaction-Boosting System: Designed and implemented a customer relationship management system that increased satisfaction by 15% and cross-sell products by 35% while reducing the client’s operational costs by 10%.

BILINGUAL TEAM MANAGER 2014 – 2016

*Oxford Properties Group*

* Act as Interim Manager, overseeing projects, supervisors, a 20-person customer service team and two help desk analysts, showcasing well-developed leadership skills to coordinate and delegate tasks.
* Conduct interviews and collaborate with Human Resources on talent selection.
* Manage and forecast annual budget, employing financial skills, ensuring proper allocation of funds.

**Accomplishments:**

* Led and motivated team to consistently exceed Quality Assurance standards and Key Performance Indicators.
* Increased customer loyalty by 15% and decreased operational costs by 10% through collaborating with IT to develop a supervisor support system allowing managers to access and understand trends on websites.
* Developed marketing strategies resulting in increased website traffic from 30% to 60% within two months.

**Additional Experience**

BILINGUAL TEAM SUPERVISOR/ ACTING MANAGER | AMIA *– Gatineau QC*

MARKETING ANALYST | *CJEO – Gatineau QC*

FINANCIAL SERVICES INTERN | *Royal Bank of Canada – Gatineau Qc*

**Education & Professional Development**

**Financial Mathematics,** Ryerson University

**Investment Banking Program,** Investment Banking Institute

**Workplace Health & Safety,** AMIA

**Bachelor of Business Administration (Honours), Finance,** Université du Québec en Outaouais

**Accelerated MBA for Business Graduates,** Queen’s University, 2017