

ELIZABETH RIESE

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SUMMARY

- Collaborative team player who fosters positive and meaningful professional relationships.
- Enthusiastic lifelong learner that picks up new skills and concepts quickly.
- Consistently meets deadlines in fast-paced and high-pressure environments.

EXPERIENCE

Government Relations and Fundraising Associate

2023

RBC Career Launch Program Rotation 2: Teach for Canada, Toronto

- Implemented a broad reach business strategy in support of Indigenous education, engaging major donors in the United States.
- Developed a high touch fundraising program strategy in support of Indigenous education, centered around personalized corporate and foundation engagement in the United States.
- Developed a customized stewardship strategy through data analysis to increase the retention and engagement of U.S. donors.

Commercial Service Advisor

2023

RBC Career Launch Program Rotation 1: Commercial Service Advisor Team, Toronto

- Consistently exceeded daily completed client requests benchmark by 50% while ensuring guidelines of policies/procedures were always followed.
- Maintained a thorough knowledge of RBC commercial banking products and services including:
 - Issuing VISA card products, changing credit limits, autopay enrollment and points roll-up.
 - Maintaining and acquiring loan & mortgage statements for annual tax audits.
 - Investigating and locating backups of bank account transactions for commercial clients
- Built and developed Excel spreadsheet to measure team's email response rate on daily, weekly, monthly, and annual basis from collaborative inbox data; used to communicate team's performance to VP's.
- Trained and mentored 10+ new hires for Commercial Service Advisor role.
- Imaged and categorized 200 backlogged commercial client centralized banking agreement documentation (digital and paper) onto information management system in one day.

Business Processing Associate

2022 - 2023

CI Assante Wealth Management, Toronto

- Optimized our team's method of processing financial transfers on RPM R Broker which doubled our department's target daily output to 70 transfer requests per person on average per day.
- Effectively completed 2000 backlogged financial transfers in 10 days under optimized methods.
- Calculated and reconciled monthly outstanding fee discrepancies for 300 accounts using CRM systems and team Excel spreadsheets to accurately update accounts and reported all issues to supervisor.
- Created updated procedure documentation and conducted training for subsidiary teams and new hires.
- Performed role bilingually in French and English and provided translation to other team members.
- Maintained a thorough knowledge of wealth management products and services for inquiries.
- Promptly resolved time-sensitive financial transfers between institutions via phone, email, and fax.

EDUCATION

Data Analysis for Social Scientists / Designing and Running Randomized Evaluations

2023

Massachusetts Institute of Technology - edX

BSc. Honours in Economics, Mathematics and Statistics

2022

University of Toronto