Jing Davies

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30 June 2021

To whom it may concern

Dear Sir/Madam,

**Re: Business Analyst**

Please accept my application for the above position.

In the last 9 years of working as a Premier Banking Relationship Manager within the Commonwealth Bank, I have extensive experience in client facing roles. My responsibilities include:

* Portfolio Management
* Property investment advise
* Account management including create accounts, maintain account security, assisting with SWIFT payment and business account advice
* Arrange seminars and presentations to assist targeted clients with their interested services and products

I have overachieved my KPIs and some of my key achievements are listed below:

* Excellent in maintaining customer relations and achieved customer experience surveys of over 95% within a portfolio of 250 client relationships.
* Archived multiple bank awards (Ultimate Success, Diamond Lender, Gold Lender) and attended many awards events
* Participated the bank’s restructure and transformation of mortgage lending system and been able to launch successfully follow through with ongoing feedback.
* Successfully hosted multiple seminars and events including:
  + Work place banking seminars
  + Student Banking seminars
  + Lunar New year Client Dinner
  + Financial Planning seminars (Women Focus)

I have experience engaging with clients and stakeholders at different levels, I am also an enthusiastic, positive team member who has curious mind and Can Do attitude.

I look forward to having the opportunity to meet and demonstrate my suitability for the position and describe how I can contribute to the team.

Yours sincerely,

Jing Davies