

## Savannah Dempsey (She/Her)

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### Related Experience

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**Associate Account Manager**, *Citigroup*, New York, NY, June 2022 – Present

- Continuation of responsibilities from 2nd rotation desk.

**Securities Services Analyst**, *Citigroup*, New York, NY, August 2020 – June 2022

2nd rotation: Account Management

- Account Manager for 18 Custody clients with a total of ~\$6mm in revenue.
- Assisting Account Manager and Sales Manager for a Top 5 Global Asset Manager and stepping in as backup coverage. Heavily involved in onboarding remediation. Responsible for reporting, escalations, product-improvement meetings, and Vault/physical securities coordination.
- Assisting other client coverage team members with ad hoc tasks such as entity openings, account openings, account closures, lodgments, reporting, investigations, and analyzing cross-sell opportunities.
- Offered Associate promotion upon program completion.

1st rotation: Sales/Client Executive desk

- Prospecting research, various reconciliation reports, deal pipeline planning, cross-selling, responding to RFPs for a variety of products, and ad-hoc requests. Participated in prospect pitches, including a \$10mm revenue Direct Custody win.
- Created and led monthly sales strategy initiatives such as Sales Opportunity Review of top clients and across-firm Relationship Meetings with Citi banking partners.

**Securities Services Intern**, *Citigroup*, Tampa, FL, Summer 2019

- Specialized in Account Management during a 10-week internship program, completed 11 projects with exposure to a wide range of client needs.
- Due diligence visits - assisted with preparation, responding to inquiries, and creating presentations.
- Collaborated with North America Head of Account Managers to create a SharePoint to be used across North America and Mexico. SharePoint still used effectively today.

**Retail Clerk**, *Bella Luna Gift Shop*, Rome, GA December 2013 – December 2019 (seasonal)

- Implemented QuickBooks accounting and inventory system.
- Created prepaid programs for hot items to ensure customer satisfaction.

### International Experience

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**Au Pair**, Murcia, Spain and Milan, Italy — Summer 2017 and Summer 2018

- Improved cultural intelligence through intercultural communication and discussions with locals.
- Adaptability with excellent problem-solving skills during times of ambiguity.
- Communication: overcome language and cultural barriers daily.

### Education

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**Florida Southern College**, Lakeland, FL, 3.9/4.0 GPA

*Bachelor of Science in Business Administration*, Class of 2020 – Summa Cum Laude

Concentration in International Business, Economics and Finance.

Semester abroad at Regents University London.

### Extra

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**Software** – Proficient in Microsoft Office products, Bloomberg Certified, experience in Salesforce, QuickBooks, and iMovie. Proven success learning to navigate numerous company-specific platforms.

**Remote Collaboration Tools** – Zoom, Microsoft Teams, SharePoint, Google Suite.

**Languages** – B2 Intermediate Spanish (lived abroad), elementary Portuguese, and basic Italian.

**Community Involvement** – Delta Delta Delta Sorority Alumna Advisor (Fall 2021 – Present), NY Common Pantry Volunteer (2021 – 2022), SPCA Lakeland Volunteer (2016 – 2020).

**Interests** – Farmers market cooking, animal fostering and rescue, cultures, learning personal fitness.