Attention to Detail, Business Growth, Business Objectives, Business Relationship Management, Client Relationship Management, Communication, Customer Relationship Management, Data Management, Demonstrated Ability, Highly Skilled, Identify New Business Opportunities, Interpersonal Skills, Investment Management, Leadership, Maple, Market Analysis, Market Research, Negotiating, Proactive, Proven Track Record, Service Delivery, Strategic Planning, Team Leadership, Training Program

**Charlotte Anderson**

**Contact Information:**

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**Professional Summary:** Dedicated Business Relationship Manager with over 18 years of extensive experience in the banking industry. Proven expertise in client relationship management, strategic financial planning, and team leadership. Demonstrated ability to drive business growth, enhance client satisfaction, and develop customized financial solutions. Highly skilled in market analysis, risk assessment, and negotiation.

**Education:** **University of Manchester (Russell Group)**

* BSc Finance and Banking
* Graduated: 2005

**Professional Experience:**

**Barclays Bank** *Senior Business Relationship Manager*  
*Manchester, UK*  
*2015 - Present*  
At Barclays, I manage a portfolio of high-value business clients, providing tailored financial solutions to meet their needs. My role involves strategic planning, client needs assessment, and developing financial solutions that drive business growth. I lead a team of relationship managers, ensuring excellent customer service and achieving business targets. Under my leadership, client satisfaction scores have increased by 35%, and I have successfully negotiated several high-value contracts.

* **Key Achievements:**
  + Increased client portfolio value by 40% through strategic financial planning and effective relationship management.
  + Led a project to implement a new CRM system, resulting in improved client data management and enhanced service delivery.
  + Developed and delivered training programs for new relationship managers, improving team performance and client satisfaction.

**HSBC Bank** *Business Relationship Manager*  
*Manchester, UK*  
*2008 - 2015*  
In my role at HSBC, I was responsible for managing and growing a diverse portfolio of business clients. I provided financial advice, developed customized banking solutions, and worked closely with clients to understand their needs. My proactive approach and strong relationship-building skills resulted in a 30% growth in the client portfolio and significant revenue increases.

* **Key Responsibilities:**
  + Conducted detailed financial analyses to identify client needs and provide tailored solutions.
  + Collaborated with various departments to develop comprehensive financial strategies for clients.
  + Monitored market trends and conducted risk assessments to inform client advisory.

**NatWest Bank** *Assistant Business Relationship Manager*  
*Manchester, UK*  
*2005 - 2008*  
As an Assistant Business Relationship Manager at NatWest, I supported senior managers in managing client relationships and developing business strategies. I conducted market research, prepared financial reports, and assisted in client meetings. My analytical skills and attention to detail helped improve client retention rates and identify new business opportunities.

* **Key Contributions:**
  + Assisted in the development of customized financial plans for business clients.
  + Conducted market analysis to identify new business opportunities and support strategic planning.
  + Provided exceptional support during client meetings, contributing to successful negotiations.

**Skills:**

* **Business Relationship Management:** Expertise in managing high-value client portfolios, ensuring exceptional service and client satisfaction.
* **Strategic Financial Planning:** Skilled in developing comprehensive financial strategies to drive business growth.
* **Market Analysis:** Proficient in analyzing market trends and conducting risk assessments to inform client advisory.
* **Client Needs Assessment:** Strong ability to understand and address the unique needs of business clients.
* **Team Leadership and Development:** Experienced in leading and training teams to achieve business objectives.
* **Negotiation:** Excellent negotiation skills, with a proven track record of securing high-value contracts.
* **Communication and Interpersonal Skills:** Exceptional communication and interpersonal skills, fostering strong client relationships.

**Qualifications:**

* Chartered Banker MBA
* Certified Business Relationship Manager (CBRM)
* Diploma in Financial Services Management
* Member of the Chartered Institute of Bankers
* Advanced Certificate in Customer Relationship Management

**Hobbies and Interests:**

* Volunteering with local business mentoring programs
* Playing golf and participating in corporate tournaments
* Traveling and exploring different cultures
* Reading business and financial literature
* Attending industry conferences and seminars