Business Objectives, Business Relationship Management, Client Management, Communication, Customer Relationship Management, Demonstrated Ability, Financial Planning, Identify New Business Opportunities, Investment Management, Market Research, Negotiating, Performance Management, Revenue Generation, Strategic Advice, Strategic Initiatives, Team Leadership

**Hannah Morgan**

**Contact Information:**

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**Professional Profile:** Dynamic and results-oriented Business Relationship Manager with 15 years of extensive experience in the banking sector. Skilled in building and nurturing client relationships, offering strategic financial advice, and leading high-performing teams. Demonstrated ability to achieve business objectives and enhance client satisfaction.

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

* BSc Economics
* Graduated: 2009

**Career Progression:**

**NatWest Bank** *Senior Business Relationship Manager*  
*Manchester, UK*  
*2019 - Present*  
At NatWest, I manage a portfolio of key business clients, providing tailored financial solutions and strategic advice. I lead a team of relationship managers, ensuring they meet performance targets and deliver exceptional service. My strategic initiatives have driven significant portfolio growth and increased client loyalty.

**Santander UK** *Business Relationship Manager*  
*Manchester, UK*  
*2013 - 2019*  
In this role, I was responsible for managing a portfolio of business clients, offering customized banking solutions and financial guidance. I built strong relationships with clients, understanding their unique needs and providing effective solutions. My efforts resulted in a 35% growth in the client portfolio and enhanced revenue generation.

**HSBC Bank** *Relationship Manager Assistant*  
*Manchester, UK*  
*2009 - 2013*  
As a Relationship Manager Assistant, I supported senior relationship managers in client management and business development activities. I conducted market research, prepared financial reports, and assisted in client meetings. My contributions helped improve client retention rates and identify new business opportunities.

**Key Skills:**

* Business Relationship Management
* Client Engagement and Retention
* Financial Planning and Advisory
* Team Leadership and Performance Management
* Market Research and Analysis
* Strong Communication and Negotiation

**Professional Certifications:**

* Chartered Banker MBA
* Certified Business Relationship Manager (CBRM)
* Diploma in Financial Planning
* Member of the Chartered Institute for Securities & Investment (CISI)

**Interests:**

* Mentoring aspiring finance professionals
* Participating in charity marathons
* Cooking and trying new recipes
* Traveling and experiencing different cultures
* Reading economic and financial journals