Account Analysis, Business Development, Business Growth, Business Relationship Management, Client Management, Client Relationship Management, Communication, Customer Relationship Management, Demonstrated Ability, Development and Implementation, Financial Planning, Highly Skilled, Identify New Business Opportunities, Market Analysis, Market Research, Negotiating, Performance Management, Planning Process, Productivity, Proven Ability, Record Management, Risk Management, Strategic Business Development, Strategic Planning, Team Leadership

**Jonathan Turner**

**Contact Information:**

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**Professional Profile:** Accomplished Business Relationship Manager with 20 years of experience in the banking sector. Expertise in client relationship management, financial advising, and team leadership. Demonstrated ability to drive business growth, enhance client satisfaction, and develop strategic financial solutions. Highly skilled in market analysis, risk management, and negotiation.

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

* BSc Economics and Finance
* Graduated: 2004

**Career History:**

**Santander UK** *Senior Business Relationship Manager*  
*Manchester, UK*  
*2016 - Present*  
At Santander, I lead a team of relationship managers and oversee a portfolio of high-profile business clients. My responsibilities include developing financial strategies, providing expert advice, and ensuring client satisfaction. I have successfully increased the portfolio's value by 45% through strategic planning and exceptional client service.

* **Key Achievements:**
  + Spearheaded the implementation of a client feedback system, resulting in a 25% increase in client satisfaction.
  + Developed and executed targeted business development initiatives, contributing to a 40% increase in new client acquisitions.
  + Mentored and developed junior relationship managers, enhancing team performance and productivity.

**Lloyds Bank** *Business Relationship Manager*  
*Manchester, UK*  
*2008 - 2016*  
In this role, I managed and grew a diverse portfolio of business clients, providing customized financial solutions and support. My role involved in-depth financial analysis, risk assessment, and strategic planning. My efforts led to significant business growth and high client retention rates.

* **Key Responsibilities:**
  + Conducted detailed financial analyses to provide tailored financial solutions for clients.
  + Developed and maintained strong relationships with key business clients.
  + Collaborated with internal departments to deliver comprehensive financial services.

**HSBC Bank** *Assistant Relationship Manager*  
*Manchester, UK*  
*2004 - 2008*  
As an Assistant Relationship Manager at HSBC, 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 Contributions:**
  + Assisted in the development and implementation of client financial plans.
  + Conducted market analysis to support strategic business decisions.
  + Provided exceptional support during client meetings, contributing to successful outcomes.

**Key Skills:**

* **Business Relationship Management:** Extensive experience in managing high-value client portfolios and delivering exceptional service.
* **Financial Advising and Planning:** Skilled in developing and implementing strategic financial plans to meet client needs.
* **Market Analysis and Risk Management:** Proficient in analyzing market trends and assessing risks to inform client advisory.
* **Client Engagement and Retention:** Strong ability to build and maintain long-term client relationships.
* **Team Leadership and Performance Management:** Experienced in leading and developing high-performing teams.
* **Strategic Business Development:** Proven ability to identify and capitalize on new business opportunities.
* **Negotiation and Communication:** Excellent negotiation and communication skills, with a track record of successful client engagements.

**Professional Certifications:**

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

**Interests:**

* Mentoring aspiring finance professionals
* Participating in charity runs and community events
* Cooking and exploring new cuisines
* Traveling and experiencing different cultures
* Reading economic and financial journals