Account Analysis, Attention to Detail, Business Growth, Business Relationship Management, Identify New Business Opportunities, Leadership, Negotiating, Proactive, Strategic Planning, Team Leadership

**Matthew Brooks**

**Contact Information:**

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**Professional Summary:** Accomplished Business Relationship Manager with 17 years of experience in the banking industry. Expertise in managing client relationships, driving business growth, and delivering tailored financial solutions. Known for strong analytical skills, exceptional customer service, and strategic planning.

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

* BSc Business Finance
* Graduated: 2007

**Professional Experience:**

**Metro Bank** *Senior Business Relationship Manager*  
*Manchester, UK*  
*2018 - Present*  
In my current role at Metro Bank, I oversee a diverse portfolio of high-value business clients. I lead a team of relationship managers, ensuring top-tier service and client satisfaction. My role involves strategic planning, client needs assessment, and developing financial solutions that drive business growth. Under my leadership, client retention rates have improved by 30%.

**Barclays Bank** *Business Relationship Manager*  
*Manchester, UK*  
*2011 - 2018*  
At Barclays, I managed a portfolio of business clients, providing financial advice and customized banking solutions. I worked closely with clients to understand their needs and offered strategic financial guidance. My proactive approach led to a significant increase in client acquisition and portfolio growth.

**Lloyds Bank** *Assistant Relationship Manager*  
*Manchester, UK*  
*2007 - 2011*  
As an Assistant Relationship Manager, I supported senior managers in managing client relationships and developing business strategies. I conducted financial analyses, prepared client reports, and assisted in client meetings. My analytical skills and attention to detail helped enhance client satisfaction and identify new business opportunities.

**Skills:**

* Business Relationship Management
* Strategic Financial Planning
* Client Needs Assessment
* Team Leadership and Development
* Excellent Communication and Negotiation
* Financial Analysis and Solutions

**Qualifications:**

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

**Hobbies and Interests:**

* Volunteering at local business mentoring programs
* Playing tennis and participating in tournaments
* Traveling and exploring new cultures
* Reading business and financial literature
* Attending industry conferences and seminars