Account Analysis, Business Growth, Business Relationship Management, Commitment, Communication, Comprehensive, Customer Relationship Management, Identify New Business Opportunities, Market Analysis, Market Research, Negotiating, Proactive, Risk Management, Strategic Planning, Team Leadership, Training Program

**Olivia Brown**

**Contact Information:**

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**Professional Summary:** Highly accomplished Business Relationship Manager with 20 years of experience in the banking industry. Adept at managing client relationships, delivering strategic financial solutions, and driving business growth. Proven expertise in market analysis, risk management, and team leadership. Strong communicator with exceptional negotiation skills and a commitment to client satisfaction.

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

* BSc Finance and Business Management
* Graduated: 2004

**Professional Experience:**

**HSBC Bank** *Senior Business Relationship Manager*  
*Manchester, UK*  
*2017 - Present*  
In my current role at HSBC, I lead a team of relationship managers and oversee a diverse portfolio of high-value business clients. My responsibilities include strategic financial planning, client needs assessment, and developing tailored financial solutions. I have successfully enhanced client satisfaction and increased portfolio value by 40%.

* **Key Achievements:**
  + Implemented a client feedback system that improved client satisfaction scores by 30%.
  + Developed and executed business growth strategies, resulting in a 35% increase in new client acquisitions.
  + Led training programs for relationship managers, enhancing team performance and client service.

**Barclays Bank** *Business Relationship Manager*  
*Manchester, UK*  
*2011 - 2017*  
At Barclays, I managed and grew a portfolio of business clients, providing customized financial solutions and expert advice. My role involved detailed financial analysis, risk assessment, and strategic planning. My proactive approach and strong relationship-building skills resulted in significant portfolio growth and high client retention rates.

* **Key Responsibilities:**
  + Conducted comprehensive financial analyses to provide tailored financial solutions.
  + Collaborated with various departments to deliver integrated financial services.
  + Maintained and strengthened client relationships through regular engagement and support.

**Lloyds Bank** *Assistant Relationship Manager*  
*Manchester, UK*  
*2004 - 2011*  
As an Assistant Relationship Manager at Lloyds, I supported senior managers in managing client relationships and business development activities. I conducted market research, prepared financial reports, and assisted in client meetings. My contributions helped identify new business opportunities and improve client retention.

* **Key Contributions:**
  + Assisted in developing and implementing client financial plans.
  + Conducted market analysis to support strategic business decisions.
  + Provided exceptional support during client meetings, contributing to successful negotiations.

**Skills:**

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

**Qualifications:**

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