

BUSINESS BANKING RELATIONSHIP MANAGER

QUALIFICATIONS PROFILE

Goal-oriented, success-driven, and intuitive professional, offering more than 13 years of outstanding career in banking and financial services. Effective at communicating with various customers as well as determining and addressing their needs. Known as an energetic and enthusiastic individual with broad-based knowledge of retail banking, small business lending, and commercial loan policy.

CORE COMPETENCIES

Operational Streamlining | Customer Service and Satisfaction | Cross-selling/Cold Calling
Strategic Planning and Negotiation | Conflict Resolution | Organizational Management

PROFESSIONAL EXPERIENCE

VWX FINANCIAL CENTER, BROOKLYN, NY

Business Banker

Jan 2017–Present

- Work closely with numerous business partners to optimize productivity and capture cross-selling opportunities
- Plan and develop measurable goals and action strategies with challenging but realistic deadlines
- Conduct research in obtaining a better understanding of key challenges and in formulating feasible solutions
- Lead the implementation of effective performance improvement plans along with corrective actions, as necessary
- Identify and resolve multiple operations and customer service issues in collaboration with other managers

XYZ BANKING GROUP, BROOKLYN, NY

Relationship Manager

Jul 2014–Jan 2017

- Oversaw a portfolio comprising of approximately 85 borrowing and non-borrowing commercial clients totaling \$20M with net revenues of \$648M
- Championed the first quartile ranking for 2008 DDA production in the New York City Commercial Banking Division by developing and maintaining new and existing commercial client relationships
- Assessed various resources to generate accurate and complete credit recommendations along with recognizing several deteriorating credit situations
- Carried out business development calls and cultivated a positive working relationship with internal partners in retail banking, cash management, brokerage, and merchant services to successfully meet clients' specifications
- Exhibited proactive involvement in various business, social, and community events with a vision to nurture new relationships that increased visibility in the branch's sales and marketing area

CDE BANK, NEW YORK, NY

Premier Client Service Officer

Jul 2012–Jun 2014

- Assumed full responsibility in administering a deposit, loan, and investment portfolio of high-net-worth clients and their related businesses accumulating to approximately \$30M
- Handled year-over-year expansion of commercial credit and deposit portfolio as well as implemented action plans for affluent clients with additional profit potential

EDUCATION AND CREDENTIALS

Bachelor of Science in Accounting: ABC University, Long Island, NY

Life, Accident, and Health Insurance License, State of New York