
Business Banking Relationship Manager Resume

Job Objective

Educated and qualified Business Banking Relationship Manager seeks position in a rising company where I can grow and become an asset.

Highlights of Qualifications:

- Admirable experience in managing sales and business, managing all cash and balancing it in a financial environment
 - Good understanding of personal and commercial financial statements
 - Deep knowledge of financial products and banking regulations
 - Proficient with PC (MS Windows and Office Products) and Client Experience Desktop
 - Ability to maintain good relationships with both internal and external customers
 - Ability to multitask and prioritize work
 - Ability to provide excellent customer relationships
 - Good communication skills in both oral and written forms
 - Strong organizational, presentation skills and organizational skills
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Professional Experience:

Business Banking Relationship Manager
Astoria Federal Savings, Chicago, IL
October 2008 – Present

- Maintained knowledge on various products and services offered by bank and updated knowledge on various competitor products as well.
- Developed various leads for prospective customers and documented all activities for same.
- Participated in various business development program carried by bank and assisted in retaining customers and expanding network.
- Managed client relationship and coordinated with various partners to strengthen same.
- Monitored customer requests and complaints, ensured its timely resolution.
- Documented procedures according to bank regulations and rules.
- Ensured all activities in compliance to company requirements.
- Prepared a book of all bank activities and achieved all objectives.

Account Relationship Associate Senior
WSFS Bank, Chicago, IL
August 2003 – September 2008

- Administered day to day activities of various branches and ensured documentation of all activities.
- Maintained good relations with customers and employees.
- Assisted customer in all his or queries and provided all information for account.
- Monitored complex operational issues and resolved it effectively.
- Provided support to sales department and documented all processes and participated in various sales related meetings.
- Ensured knowledge on all company products and services and assisted customers on same.

Client Relationship Specialist
Wells Fargo, Chicago, IL
May 1998 – July 2003

- Managed all client transactions and ensured customer satisfaction of same at all times.
 - Monitored cash drawing limits and sell funds as per company policy.
 - Ensured confidentiality of customer information at all times.
 - Assisted account department in managing balancing accounts.
 - Administered bank operations and ensured compliance to safety and security regulations.
 - Participated in various staff meetings and recommended changes to serve customers better.
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Education:

Bachelor's Degree in Business Operations Management
Fresno Pacific University, Fresno, CA

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