
Business Relationship Manager Resume

Job Objective

To obtain Business Relationship Manager's position in which I can increase my skills and become a valued member of the team.

Highlights of Qualifications:

- Hands on experience in managing process of retail banking and managing cross sell
 - Deep knowledge of bank services
 - Exceptional knowledge of financial technology
 - Remarkable ability to operate standard office equipments
 - Outstanding ability to work in a fast pace environment and manage multiple projects
 - Good customer service skills in resolving all issues
 - Skilled to work with various technologies
 - Proficient in managing Microsoft programs
 - Familiarity in maintaining records of capital budgets
-

Professional Experience:

Business Relationship Manager
WSFS Bank, Gilbert, AZ
October 2008 – Present

- Maintained good relationships with clients and managed all communication.
- Managed relationship with customer stakeholders and ensured customer satisfaction.
- Coordinated with IT departments and developed business processes and associated resources.
- Analyzed current and emerging technology trends in market and assisted in mitigation process.
- Prepared account reports and coordinated with departments to ensure its accuracy.
- Monitored various contracts and managed contract renewals for new and existing clients.
- Assisted in providing communication with clients and teams and assisted customers.
- Prepared reports on everyday activities and presented reports to Director on a weekly basis.

Business Relationship Specialist
Fiserv, Gilbert, AZ
August 2003 – September 2008

- Administered existing customers and made cold calls to various potential customers.
- Analyzed customer requirements and recommended bank products and services accordingly and closed deals.
- Trained Sales managers in making business development calls and assisted in drafting business proposals for clients.
- Maintained portfolios of clients and ensured optimal services to all.
- Evaluated records and lists of various business development processes.
- Monitored competitor products and prepared strategies accordingly.

Relationship Officer
Ciena Corporation, Gilbert, AZ
May 1998 – July 2003

- Managed customers coming to bank and processed all requests and transactions.
 - Analyzed customer requirement and prepared consumer accounts for same.
 - Assisted customers in providing necessary counseling for various types of accounts.
 - Prepared reports on all banking transactions and processed various reports.
 - Monitored customer complaints and resolved inquiries and maintained communication with customers.
-

Education:

Bachelor's Degree in Management & Leadership
Morningside College, Sioux City, IA

[Build your Resume Now](#)