
Customer Relationship Officer Resume

Job Objective

Seeking long-term Customer Relationship Officer Position in which my professional experiences and special qualifications will help encourage the growth of both my organization and myself.

Highlights of Qualifications:

- Solid knowledge of bank services, products and policies
 - Extensive knowledge of administrative procedures
 - Proficient with financial marketing procedures'
 - Strong ability to initiate new business opportunities
 - Exceptional ability to plan and operate daily operations
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Professional Experience:

Customer Relationship Officer
BNY Mellon, Seattle, WA
August 2005 – Present

- Interacted directly with customer and resolved their problems
- Maintained and managed cash and Stock MIS
- Updated all records on a daily basis
- Responded promptly to service related queries
- Verified and scrutinized documents
- Implemented various strategies to achieved monthly targets.

Customer Relationship Officer
Service Master, Seattle, WA
May 2000 – July 2005

- Developed sales strategies for various market segments to optimize market reach
 - Promoted various banking accounts to new customers on a daily basis
 - Achieved the targets in terms of product mix and customer segment
 - Marketed Investment Services, Current and Savings Accounts to new customers across various market segments
 - Interacted with new customers in the market on a daily basis to convince them to open Excel & Priority Banking account with the bank.
 - Achieved the Targets set in terms of product mix and customer segment.
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Education:

Bachelor's Degree in Business Management
Central Pennsylvania College, Summerdale, PA

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