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## Small Business Specialist Resume

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### Job Objective

Seeking position that utilizes my training as an accomplished Small Business Specialist.

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### Highlights of Qualifications:

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- Profound knowledge of all applicable bank and branch policies, procedures and support systems
  - In-depth knowledge of credit products and processes
  - Ability to exhibit a high level of integrity and exercise good judgment
  - Ability to communicate effectively orally and in writing
  - Ability to work with mathematical concepts
  - Strong verbal and written communication skills
  - Excellent customer service and community relations skills
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### Professional Experience:

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Small Business Specialist  
Sovereign Bank, Yreka, CA  
May 2006 – Present

- Presented superior sales and service to all small business clients.
- Determined and presented appropriate financial solutions .
- Supervised clients so that they make correct decisions about their financial needs.
- Provided extraordinary, memorable and personalized customer service.
- Informed of all appropriate policies, procedures and processes.

Small Business Specialist  
JPMorgan Chase, Yreka, CA  
March 2003 – April 2006

- Applied selling and profiling techniques to open, establish and close sales.
  - Established and developed a good working relationship with Small Business customers.
  - Established new business with present Small Business customers and prospects.
  - Represented bank in business development and community activities.
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### Education:

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Bachelor's Degree in Business Management  
Georgian Court University, Lakewood, NJ

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