ROBERT SMITH

Cash Management Specialist I

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SUMMARY

Results-oriented, 11+ years experienced Cash Management Specialist with a diverse background in customer service, technical support and sales. I am dedicated to providing excellent customer service as well as making operational and procedural improvements.

SKILLS

Organizational, Self-Directed, Strong Problem Solver, Resourceful, Critical Thinker, Data Entry Results-oriented, Microsoft Office, Peoplesoft, And Quickbooks.

WORK EXPERIENCE

Cash Management Specialist I

First Security Bank - October 2013 – Present

- Working with internal and external partners to help develop and prospect new relationships.
- Conducting consultative, relationship-building sales calls over the phone or in person to identify potential business solutions to include all electronic banking products as well as other bank services and products.
- Regularly in contact with the customer for both initial sales, then follow up training and retention efforts.
- Train customers on cash management products and services and ensure seamless implementation of products and services.
- Maintaining pipeline and ensure the customer is kept up to date on progress.
- Preparing and maintaining contract file in accordance with procedures and policies.
- Maintaining knowledge of bank products and stay abreast of current technology.

Cash Management Specialist

First Interstate Bank - April 2007 – October 2013

- Effectively sold and provided high-level support of the first interstate banks suite of cash management.
- Properly routed agreements and contracts through the signature process.
- Managed account relationships for fortune 500 companies and other high-end business customers.
- Completed deposit profitability analysis reports for account officers to identify opportunities to provide.
- Performed service charge reviews on business accounts to ensure that the analysis coding on accounts.
- Was correct and that the account was classified in the correct type of account.
- Conducted relationship reviews on business relationships annually to ensure that the customer was being.

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SCHOLASTICS

- General Studies/Business - 1999 to 2002(University Of Montana - Missoula, MT)High School Diploma - 1999(Malta High School - Malta, MT)

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