Assistant Branch Manager/Relationship Manager

ROBERT SMITH

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Objective

Assistant Branch Manager/Relationship Manager with proven leadership managing diverse programs and cross-functional communications, while providing motivation and strategic vision. Continuously produces results while keeping a professional demeanor in highly stressful and fast-paced environments. Well organized, who is consistently aim to push revenue expectations and exceed goals. Pragmatic and result-oriented, with a focus on bottom-line results. A track record of achieving and exceeding the standards of performance set out for any projects.

Skills

Microsoft Office, Public Speaking, Public Speaking, CRM, Inventory, Adobe, Viso, SharePoint, Knowledgelink

Work Experience

Assistant Branch Manager/Relationship Manager

ABC Corporation - February 2016 – February 2019

- Oversaw all aspects of the client relationship at the employer level to ensure clients are completely satisfied with wage works cobra and direct bill products and services.
- Analyzed client-specific utilization, trends, and service level metrics.
- Owned process and outcomes of client issues and determine root cause analysis of issues.
- Tracked all contacts and other clients critical information while utilizing the internal sales force automation system.
- Closely monitored HIPAA violations and created cases to report violations.
- Provided insight on client benefit practices and needs to product management and development functions.
- Led cross functional internal teams to implement client and participant experience improvement requests.

Product And Customer Relationship Manager

ABC Corporation - August 2011 – July 2015

- Managed all relationship management activities for clients in the assigned business segment and/or geographical region.
- Reviewed and recommended objectives and procedures.
- Administered policies as they affect the operational/product area.
- Identified business opportunities and solicits referrals.
- Coordinated business development programs and call schedules.
- Managed client negotiations, pricing of the product within the target rate of return, proper documentation and closing the transaction, and compliance and conformance with company policy and regulatory requirements.
- Monitored and analyzed relationship plan results and account activities. Developed solutions for problem accounts.

Education

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Bachelor's in Biology & Computer Science - 2005(University Of Memphis - Memphis, TN)Diploma in University Path - 2001(Bolton High School - Memphis, TN)Bachelor Of Science in Legal Studies - (University Of Maryland University College)

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