

# MIA TAYLOR

## Lead Small Business Specialist

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### PROFESSIONAL SUMMARY

Accomplished Lead Small Business Specialist with 10 years of extensive experience in driving growth and optimizing financial performance for small enterprises. Expert in developing strategic solutions that enhance operational efficiency and foster enduring client relationships. Passionate about empowering businesses to thrive through innovative financial strategies and exceptional service.

### WORK EXPERIENCE

#### Lead Small Business Specialist

Blue Sky Innovations

📅 Apr / 2019-Ongoing

📍 Chicago, IL

1. Advised small businesses on financial certification options, enhancing their eligibility for funding.
2. Streamlined payroll processing, ensuring timely and accurate disbursement of employee salaries.
3. Managed complex employee data inputs, including tax exemptions and deductions, improving payroll accuracy.
4. Executed accounts receivable and payable processes, maintaining precise financial records.
5. Led initiatives to collect outstanding payments, improving cash flow for clients.
6. Generated detailed monthly invoices for clients, enhancing billing transparency.
7. Facilitated tax preparation processes, improving efficiency in client service delivery.

#### Small Business Specialist III

Summit Peak Industries

📅 Apr / 2015-Apr / 2019

📍 Denver, CO

1. Marketed retail banking products to diverse consumer and business clients, enhancing product awareness.
2. Originated loans ranging from \$500 to \$1.5 million, addressing various client needs.
3. Progressed from teller to Small Business Champion in three years, recognized for outstanding sales performance.
4. Provided exceptional customer service by aligning product knowledge with client requirements.
5. Consistently met and exceeded sales goals, contributing to overall banking center growth.
6. Increased business center portfolio by 11% through strategic client relationship management.

### EDUCATION

#### Bachelor of Business Administration

University of California

📅 Apr / 2012-Apr / 2015

📍 Phoenix, AZ

Focused on small business management and financial services.

### SKILLS

Sales Strategy

Team Leadership

Customer Retention

Sales Training

### ACHIEVEMENTS

- 🌟 Increased small business client portfolio by 30% through targeted outreach and tailored solutions.
- 🌟 Achieved a 25% reduction in processing time for client payroll services, enhancing operational efficiency.
- 🌟 Developed and implemented a financial literacy program that improved client satisfaction ratings by 40%.