### Maggie Smith

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# PROFESSIONAL SUMMARY

Banking Professional

Well-qualified and results-oriented Banking Professional with over 16 years of successful experience in positions of increasing responsibility and duties. Top performer with a track record of consistently meeting or exceeding sales goals and customer expectations. Skilled at educating customers on banking products and recommending best options to meet their short-term and long-term needs. Team player with polished communication skills: verbal, written, interpersonal, presentations, and rapport building.

# AREAS OF EXPERTISE

* Strategic Planning and Execution
* Regulatory Compliance
* Customer Service Relations
* Key Account Acquisition & Retention
* Product Management and Design
* Staff Training & Development
* New Business Development
* Project Management
* Banking Products & Services
* Cost Control & Efficiency

# CAREER EXPERIENCE

#### ABC Company, Toronto, ON 20XX – 20XX

Overview of company size and scope

## Client Delivery Head (XXXX – XXXX)

Tasked with ensuring optimal client experience and retention for a large portfolio of clients. Held authority for setting and implementing strategy, developing teams, and driving change and improvement.

* Designed and executed short and long-term strategies for the retention of clients through ongoing enhancement of the end-to-end client experience, servicing over 1,000 cash management and card services clients throughout the country.
* Catalyzed a shift from a reactive to a proactive approach to client delivery for the team which increased their motivation and significantly enhanced the client experience.
* Introduced an improved work distribution model based on statistical analysis of client requirements, resulting in a more equitable workload balance and an improved client experience.
* Implemented a number of initiatives that significantly improved staff morale, eliminated a XX% turnover rate, increased productivity and improved overall client experience.
* Drove process re-engineering initiatives which enabled the bank to take on additional clients with minimal increase to costs.

## Cash Product Business Head (XXXX – XXXX)

Defined, developed, and implemented a competitive product set for the Canadian marketplace, pinpointing the target market and strategizing new product development.

* Implemented, communicated and enforced compliance and loss control procedures. Established communication, training and reporting processes to effectively evaluate branch operations and security.
* Contributed to the successful retail quality assurance (RQA) reviews. Improved audit pass ratio from 50 to 56 in 20xx and anticipated a score of 100% in 20xx.
* Ensured that the branch sales/service supported the overall corporate objective to provide superior service and participated in selling Bank products and providing excellent customer service.
* Trained new employees and played a key role during several banking conversions and operational transitions.
* Consistently won several branch contests as top Salesperson through referrals.

#### DEF Company, Toronto, ON 20XX – 20XX

A highly diversified financial services organization with total assets of $500+B; provides a broad range of retail banking, wealth management and investment banking products and solutions.

## Lease/Property Accountant (XXXX – XXXX)

## Account Manager (XXXX – XXXX)

Additional experience includes Branch Manager (XXXX – XXXX), Claims Officer (XXXX – XXXX),
and Payments Investigations Officer (XXXX – XXXX) with Company GHI

# EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Arts in Economics 20XX

* University Name, City, Province

Affiliations

* Member of the Board of Directors, ASSOCIATION
* **Chair,** COMMITTEE
* **Co-chair**, FOUNDATION
* Volunteer, AGENCY

# INTERESTS & COMMUNITY SERVICE

Transportation Volunteer for Milton Canine Rescue