

RELATIONSHIP SUPPORT OFFICER

Experience

01/1997 to 01/2002

Relationship Support Officer Company Name

- Delivered administrative and operations support to Corporate Institutional Bank Insurance team, including 10+ senior relationship managers and 5 credit analysts while managing day-to-day reception activities such as greeting visitors and vendors, and responding to requests for information.
- Coordinated executive and senior management's schedules, calendars, and agendas, and drafted meeting agendas and followed up on meetings and team conferences.
- Worked with administrative team members and human resources staff during new employee hiring and special events.
- Produced reports and correspondence, administered up-to-date organizational chart, maintained office activity logs and spreadsheets, and distributed incoming mail throughout office.
- Past experience includes Administrative Word Processing Specialist in Trust and Investment Services.

01/1991 to 01/1997

01/1988 to 01/2016

Commercial Relationship Support Manager Company Name i¼ City , State

- Commercial Banking Small Business (2002 - 2016) Provided comprehensive administrative and operational support to five-person team comprised of commercial lending officers, relationship management team, and loan operations team, ensuring delivery of best-in-class customer service.
- Enforced compliance with lending requirements relating to origination, processing, closing, and funding commercial loans, ensured adherence to federal and state regulatory guidelines, upheld bank policies, procedures, and standards; maintained knowledge of Patriot Act (CIP), Bank Secrecy Act, and Community Reinvestment Act.
- Ensured transactions and credit risk functions conformed with bank regulations and credit policies.
- Released notes and security interests on paid off loans, processed commercial loan payments and advances on lines of credit, prepared UCC-1 filings and releases, and ordered, reviewed, and approved loan documents and requisite reports for new loans, extensions, renewals, and modifications; documented commercial loan packages and files using Provenir and Credit Workflow.
- Communicated status of loan portfolio, including level of exception reporting, past due collections, and loan maturity management.
- Managed exception tracking, identification, curing, and evidencing with proper file documentation.
- Compiled reports, prepared customer letters, and followed up on annual financial reporting for customers and security interest documents.
- Requested spreading and analysis of financial statements for assigned sectors, key business risk analysis, industry and sector analysis, and related economic data.
- Ordered and reviewed Certificates of Good Standing, verified flood zone certifications during loan origination and renewals, and assisted with periodic covenant checks and credit reviews.
- Participated in external client meetings in conjunction with relationship manager and internal business meetings.

01/1988 to 01/1991

Regional Support Assistant Company Name

Education

2004

Master of Science : Public Administration Metropolitan College of New York i¼ City , State Public Administration

2004

Bachelor of Science : Business and Church Management Nyack College i¼ City , State Business and Church Management

1999

Associate of Applied Science : Accounting Borough of Manhattan Community College i¼ City , State Accounting

Professional Affiliations

Commercial Banking Support Relationship Manager with over 25 years' experience working in banking and financial services industry. In depth knowledge of commercial lending and financial products with success in working in bank teams to deliver world-class service while maintaining compliance with federal, state, and bank regulations. Skilled in streamlining and maintaining day-to-day workflows and planning, organizing, and prioritizing special projects. Seeking to apply expertise to take next career step with a respected banking institution that rewards hard work, talent, and results. Qualifications Commercial Lending Regulatory Compliance Portfolio Management Records Management Relationship Management Team Leadership Accomplishments Developed more efficient filing system and customer database protocols, resulting in increased office organization. Worked with Regional Support Manager to develop and implement inaugural step-by-step employee manual, outlining proper business procedures and helping employees understand office practices and legal processes.

Skills

Administrative, Banking, closing, commercial loans, commercial lending, conferences, Credit, credit risk, client, customer service, delivery, documentation, special events, senior management, financial reporting, analysis of financial statements, hiring, human resources, Insurance, letters, loan origination, notes, managing, meetings, mail, office, organizational, policies, reception, relationship management, reporting, risk analysis, spreadsheets, UCC, Word Processing, Workflow