(123) 456-7890 City, State Abbreviation zip code email@example.com LinkedIn | Portfolio

Bobby Morales

MANAGEMENT

**Profile** ICPM-certified manager with eight years of experience in client services and a passion for innovative performance management strategies. Fosters team collaboration to increase productivity and staff retention. Proven track record of implementing tailored solutions for optimal client services, ensuring a positive and consistent client experience.

# Professional Experience

June 2018 – present

## JClient Services Manager JPMorgan Chase, Jersey City, NJ

* Lead a dynamic team of 25 client support specialists using the company’s coaching and development plan to drive efficiency
* Analyze and interpret client data to identify trends and develop department strategy
* Implement client service strategies, leading to a 20-point increase in satisfaction scores
* Foster an inclusive work environment that encourages team collaboration to reduce staff turnover by 20%
* Collaborate with stakeholders to effectively resolve client issues and escalations

October 2014 –

May 2018

## Operations Manager JPMorgan Chase, Paramus, NJ

* + Demonstrated outstanding leadership through coaching and empowering employees
	+ Achieved a consistent customer satisfaction rating of 95%, exceeding the company benchmark of 90%
	+ Fostered a customer-centric culture by conducting regular team training sessions on delivering personalized service
	+ Led the branch to receive the “Customer Excellence Award” for two consecutive quarters
	+ Collaborated with regional managers to align branch strategies with broader goals

# Key Skills

* Conflict resolution
* Customer-centric service
* Customer relationship management (CRM) systems
* Financial analysis
* Operational efficiency
* Performance management
* Strategic planning
* Team leadership

**Education** September 2010 – June 2014

## Bachelor of Science (B.S.) in Management,

New Jersey City University, Jersey City, NJ

**Certifications** ● Certified Manager (CM), ICPM, 2022

* + Certified Anti-Money Laundering and Fraud Professional (CAFP), ABA, 2021