

SJ

Sarah Johnson

Mid-Level Management

Results-driven manager with eight years of experience in commercial banking and treasury services. Recognized for fostering team collaboration that increases productivity and staff retention. Develops and executes tailored financial solutions to elevate client satisfaction and drive business growth across a corporate banking portfolio.

CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 Miami, FL 12345

KEY SKILLS

- Agile methodologies
- Anti-money laundering (AML) compliance
- Financial risk communication
- Performance management
- Treasury management (Kybria, Oracle Treasury, GTreasury)

PROFESSIONAL EXPERIENCE

CLIENT SERVICES MANAGER | JPMORGAN CHASE, MIAMI, FL
JANUARY 2022 – PRESENT

- Engage a portfolio of more than 500 clients across asset management, corporate banking, and treasury services
- Lead a team of 25 client support specialists between three regional offices, conducting bi-weekly performance reviews and quarterly evaluations
- Boosted self-service transactions by 40% and saved \$3 million in operational costs with the migration of over 200 clients to the new Chase Connect platform
- Resolved a high-profile \$10 million client dispute, salvaging the relationship and securing a five-year contract renewal

OPERATIONS MANAGER | JPMORGAN CHASE, FORT LAUDERDALE, FL
OCTOBER 2019 – NOVEMBER 2022

- Supervised daily operations of a branch that served an average of 250 retail and business customers per day with a team of 15 employees
- Managed a diverse portfolio of 2,000 retail and 500 small business accounts with combined deposits of \$100 million
- Succeed in meeting 150% of the branch's annual small business lending target, issuing \$30 million in Chase Business Complete Banking loans and lines of credit
- Achieved a 30% year-over-year increase in Chase Sapphire card applications, ranking first in the Southeast region for new premium card acquisitions

EDUCATION

- Bachelor of Science (B.S.) in Management, University of Florida, Gainesville, Florida | June 2014

CERTIFICATIONS

- Certified Manager - Institute of Certified Professional Managers, May 2022
- Certified AML and Fraud Professional - American Bankers Association, April 2021