

# Ciera Laprairie

Business Banking Relationship  
Manager

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## EDUCATION

**Bachelor of Business  
Administration in Finance at  
Montana State University,  
Bozeman, MT**

Sep 2016 - May 2021

Relevant Coursework: Financial Accounting, Managerial Accounting, Corporate Finance, Financial Markets, Investment Analysis, Risk Management, Financial Statement Analysis, International Finance, and Micro & Macro Economics.

## LINKS

[linkedin.com/in/cieralaprairie](https://www.linkedin.com/in/cieralaprairie)

## SKILLS

Salesforce

QuickBooks

Tableau

Financial analysis

Risk assessment

Negotiation

Networking

## LANGUAGES

English

Spanish

## HOBBIES

## PROFILE

Results-driven Business Banking Relationship Manager with 2 years of experience in building and maintaining profitable relationships with commercial clients. Adept at analyzing clients' financial needs, recommending tailored banking solutions, and driving revenue growth. Excellent communication and negotiation skills, with a proven track record of exceeding sales targets and boosting customer satisfaction. Skilled at collaborating with cross-functional teams to ensure seamless service delivery and client retention.

## EMPLOYMENT HISTORY

### ● Business Banking Relationship Manager at First Interstate Bank, MT

Apr 2023 - Present

- Successfully expanded the bank's portfolio by acquiring 20 new high-value business clients within one year, resulting in a 15% increase in annual revenue for the Montana branch.
- Implemented a comprehensive client retention strategy that led to a 90% client satisfaction rate and reduced churn by 12% over two years.
- Spearheaded a targeted marketing campaign that increased business loan applications by 30% in a single quarter, ultimately leading to a 10% boost in loan approvals and revenue growth.
- Streamlined internal processes and improved cross-departmental collaboration, reducing client onboarding time by 25% and increasing overall operational efficiency.

### ● Associate Business Banking Relationship Manager at Stockman Bank, MT

Aug 2021 - Feb 2023

- Successfully managed a portfolio of over 50 small business clients, contributing to a 35% increase in loan disbursements and a 25% increase in deposit balances within a year.
- Implemented a new client onboarding process, reducing the average onboarding time by 20% and increasing overall customer satisfaction rates by 15% within the first six months.
- Developed and executed a targeted marketing campaign that resulted in a 10% increase in new business accounts and a 12% increase in cross-sell opportunities in one year.
- Collaborated with team members to streamline internal processes, leading to a 30% reduction in loan processing time and a 15% decrease in operational costs within the first nine months.

## CERTIFICATES

### Certified Financial Services Auditor (CFSA)

Jul 2021

### Certified Treasury Professional (CTP)

May 2020