

Sharri Leckington

Business Relationship Manager

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📍 123 Main St, Nashville, TN
37201

Education

**Master of Business
Administration in
Relationship Management
at Vanderbilt University,
Nashville, TN**

Sep 2014 - May 2018

Relevant Coursework: Customer Relationship Management, Sales and Marketing Strategy, Business Negotiation and Conflict Resolution, Organizational Behavior, Emotional Intelligence and Interpersonal Skills, Leadership and Team Building, Strategic Planning, and Performance Management.

Links

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

Skills

Negotiation

Networking

Salesforce

Communication

Collaboration

Microsoft Dynamics

Problem-solving

Languages

English

Profile

A dynamic Business Relationship Manager with 5 years of experience in cultivating strong partnerships, driving client satisfaction, and fostering revenue growth. Adept at identifying business opportunities and implementing effective strategies to optimize performance. Demonstrates exceptional communication, negotiation, and problem-solving skills, combined with a proven track record in exceeding targets and delivering outstanding results. Committed to building and maintaining long-lasting relationships with key stakeholders to ensure continued success and business expansion.

Employment History

Business Relationship Manager at First Horizon Bank, TN

Feb 2023 - Present

- Successfully increased the bank's loan portfolio by 20% within two years by fostering strong relationships with local businesses and identifying their financial needs.
- Implemented a new customer relationship management system, resulting in a 15% improvement in cross-selling opportunities and a 10% increase in overall customer satisfaction ratings.
- Coordinated and executed 12 business networking events in the Tennessee region, attracting over 500 attendees and generating 50 new high-value business accounts for First Horizon Bank.

Associate Business Relationship Manager at Pinnacle Financial Partners, TN

Aug 2018 - Dec 2022

- Successfully increased client portfolio by 35% within one year, by actively building relationships and identifying new business opportunities in the Tennessee market, leading to \$5 million in additional revenue for Pinnacle Financial Partners.
- Streamlined internal communication processes between sales, operations, and customer service teams, resulting in a 25% reduction in response time for client inquiries and a 15% increase in overall customer satisfaction ratings.
- Implemented a comprehensive training program for new hires, reducing the onboarding period by 50% and increasing employee retention rate by 20% within two years, contributing to a more productive and engaged workforce.

Certificates

Certified Business Relationship Manager (CBRM)

Jan 2022

Agile Business Relationship Management Professional (Agile BRMP)

Sep 2020