

# Gisel Aquadro

Relationship Banker

## Profile

Results-driven Relationship Banker with 1 year of experience in delivering exceptional customer service and fostering long-lasting client relationships. Proficient in recommending tailored banking solutions, cross-selling financial products, and efficiently addressing customer inquiries. Proven ability to exceed sales targets and contribute to the overall success of the team. Committed to enhancing customer satisfaction and driving business growth.

## Employment History

### Relationship Banker at Wells Fargo, MN

Apr 2023 - Present

- Increased customer satisfaction rate by 20% within one year by implementing personalized banking solutions and providing exceptional customer service to clients at Wells Fargo, MN.
- Boosted loan portfolio by \$1.5 million in 2019 through effective cross-selling of financial products and services, as well as building strong relationships with both new and existing clients.
- Successfully onboarded 100+ new clients within six months, leading to a 15% increase in the overall client base and contributing significantly to branch revenue growth.
- Streamlined internal processes and improved efficiency by 25% through the implementation of an automated CRM system, resulting in reduced response time to customer inquiries and increased client retention rates.

### Associate Relationship Banker at U.S. Bank, MN

Jul 2022 - Feb 2023

- Successfully increased client portfolio by 35% within one year, resulting in \$2 million in new deposits and \$1 million in new loans for U.S. Bank, MN.
- Implemented a comprehensive customer relationship management strategy that improved client satisfaction by 25%, leading to a 10% increase in customer retention rates.
- Strengthened the bank's referral network by actively participating in local networking events, which led to the acquisition of 50 new high-net-worth clients and an additional \$3 million in assets under management.
- Streamlined internal processes for loan application and approval, reducing turnaround time by 20% and increasing loan approval rates by 15%.

## Education

### Bachelor of Business Administration in Finance at University of Minnesota, Twin Cities, MN

Aug 2018 - May 2022

Relevant Coursework: Financial Accounting, Managerial Accounting, Corporate Finance, Investment Analysis, Financial Markets and

## Details

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## Links

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

## Skills

Salesforce proficiency

Financial analysis

Risk assessment

Portfolio management

Client retention

Cross-selling

Negotiation

## Languages

English

Urdu

## Hobbies

Financial market analysis

Reading about personal finance and investment strategies

Networking and attending industry events