

ADA KAUSAR

Relationship Manager

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(759) 612-1440

123 Maple St, Minneapolis, MN 55401



PROFILE

Results-driven Relationship Manager with 2 years of experience in cultivating and maintaining strong client relationships. Adept at identifying client needs, providing tailored financial solutions, and implementing strategies to optimize customer satisfaction and retention. Proven ability to collaborate with cross-functional teams and contribute to business growth. Excellent communication, problem-solving, and time management skills.

LINKS

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

SKILLS

Empathy

Negotiation

Active Listening

Salesforce CRM

Conflict Resolution

Networking

Time Management

LANGUAGES

English

Indonesian

HOBBIES

Gardening

EMPLOYMENT HISTORY

Relationship Manager at U.S. Bank, MN

Apr 2023 - Present

- Successfully increased client portfolio by 30% within one year, resulting in over \$10 million in additional revenue for U.S. Bank, MN.
- Implemented a new client onboarding process that improved customer satisfaction rates by 25% and reduced the average onboarding time from 45 days to 30 days.
- Developed and executed a targeted sales strategy that led to the acquisition of 50 new high-net-worth clients, contributing to a 20% increase in assets under management.
- Collaborated with cross-functional teams to create a comprehensive financial education program, leading to a 15% increase in client engagement and a 10% reduction in attrition rates.

Associate Relationship Manager at Wells Fargo, MN

Aug 2021 - Mar 2023

- Successfully managed a portfolio of 75 high-value clients, resulting in a 20% increase in revenue for the department within one year.
- Implemented a new customer relationship management (CRM) system, streamlining communication and improving efficiency, leading to a 15% reduction in client response times.
- Identified opportunities for cross-selling financial products, resulting in an additional \$5 million in sales for the bank over a 12-month period.
- Developed and delivered training materials for junior team members, improving their understanding of banking products and services, and contributing to a 10% increase in the team's overall sales performance.

EDUCATION

Bachelor of Business Administration in Relationship Management at University of Minnesota, Twin Cities, MN

Aug 2017 - May 2021

Relevant Coursework: Customer Relationship Management, Business Communication, Sales and Marketing Strategies, Negotiation and Conflict Resolution, Organizational Behavior, and Business Ethics.

CERTIFICATES

Certified Relationship Manager (CRM)

Feb 2022

Certified Financial Services Auditor (CFSA)

Oct 2020