

# Maxine Corry

## Relationship Manager

### AREAS OF EXPERTISE

*Client satisfaction*

*Service delivery*

*Relationship management*

*Business development*

*Talent management*

*Resolving complaints*

*Customer interviews*

*Teamwork*

*Problem solving*

### PERSONAL SKILLS

*Deadline Led*

*Energetic*

*Time Efficient*

*Good listener*

*Compassionate*

*Hard working*

### CONTACT

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### PERSONAL SUMMARY

Maxine has a 'Do it once, do it right' attitude towards Relationship Management. She is a customer orientated professional who will always be at the heart of winning clients over. You can rely on her to tactfully handle any problems that a client may bring to the business. Possesses a strong track record in building and leading service teams in both small and large organisations. Through her career she has learnt how to become familiar with the competition and to stay ahead of them. Right now, she has a strong desire to work for an ambitious, vibrant and fast-growing company.

### WORK EXPERIENCE

#### *Company name – Location*

RELATIONSHIP MANAGER      Jun 2018 – Present

Responsible for working co-operatively with fellow colleagues as part of the Business Relationship Management Team to deliver the company's profitable objectives.

#### *Duties:*

- Providing day to day troubleshooting support to members of the relationship team.
- Getting feedback from clients and using that to improve future sales approaches.
- Managing relationships with key decision makers and high net worth customers.
- Identifying clients' needs and requirements and proposing suitable solutions.
- Constantly looking for way to improve the company's approach to clients.
- Meeting with clients in-person to discuss new products or services.
- Collaborating with the CEO to ensure the successful onboarding of new clients.
- Notifying the sales team of new sales and cross-selling opportunities.
- Maintaining strong relationships with long term and valuable customers.
- Collecting client feedback and then analysing it to identify areas to improve.
- Attending relevant exhibitions, events and activities to represent the company.
- Building cross-functional relationships within the company to streamline processes.

#### *Company name - Location*

JOB TITLE      Employment dates (i.e. Aug 2011 – Jun 2013)

### KEY SKILLS AND COMPETENCIES

- A strategic thinker who has the ability to analyse and solve problems quickly.
- High level of attention to detail and able to put things under a microscope.
- Experience of working with enforcement agencies and regulatory bodies.
- Proficient with IT including MS Office applications, and software system.

### ACADEMIC QUALIFICATIONS

*Nuneaton University*      *20014 - 2017*  
BSc (Hons)      Marketing

*Coventry Central College*      *2008 - 2014*  
A levels:  
Maths (A) English (B) Technology (B) Science (C)

**REFERENCES** – Available on request.



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