

Sarah Johnson

CLIENT SERVICES MANAGER

Profile

Results-driven manager with eight years of experience in commercial banking and treasury services. Recognized for fostering team collaboration that increases productivity and staff retention. Develops and executes tailored financial solutions to elevate client satisfaction and drive business growth across a corporate banking portfolio.

Professional Experience

January 2022 – present **Client Services Manager**
JPMorgan Chase, Miami, FL

- Engage a portfolio of more than 500 clients across asset management, corporate banking, and treasury services
- Lead a team of 25 client support specialists between three regional offices, conducting bi-weekly performance reviews and quarterly evaluations
- Boosted self-service transactions by 40% and saved \$3 million in operational costs with the migration of over 200 clients to the new Chase Connect platform
- Resolved a high-profile \$10 million client dispute, salvaging the relationship and securing a five-year contract renewal

October 2019 – November 2022 **Operations Manager**
JPMorgan Chase, Fort Lauderdale, FL

- Supervised daily operations of a branch that served an average of 250 retail and business customers per day with a team of 15 employees
- Managed a diverse portfolio of 2,000 retail and 500 small business accounts with combined deposits of \$100 million
- Succeed in meeting 150% of the branch's annual small business lending target, issuing \$30 million in Chase Business Complete Banking loans and lines of credit
- Achieved a 30% year-over-year increase in Chase Sapphire card applications, ranking first in the Southeast region for new premium card acquisitions

Key Skills

- Agile methodologies
- Anti-money laundering (AML) compliance
- Financial risk communication
- Performance management
- Treasury management (Kybria, Oracle Treasury, GTreasury)

Education

June 2014 **Bachelor of Science (B.S.) in Management**
University of Florida, Gainesville, Florida

Certifications

- Certified Manager, Institute of Certified Professional Managers, 2022
- Certified AML and Fraud Professional, American Bankers Association, 2021