

Sarah Johnson

Client Services Manager

Results-driven manager with eight years in commercial banking and treasury services. Recognized for fostering team collaboration to boost productivity and retention. Skilled at developing tailored financial solutions that elevate client satisfaction and drive portfolio growth.

CONTACT



(123) 456-7890



youremail@example.com



LinkedIn | Portfolio



Miami, FL

KEY SKILLS

- Agile methodologies
- AML compliance
- Risk communication
- Performance management
- Treasury management

EDUCATION

June 2014 | B.S. Management

University of Florida, Gainesville,
FL

PROFESSIONAL EXPERIENCE

Client Services Manager | JPMorgan Chase | Miami, FL

January 2022 – Present

- Manage a portfolio of 500+ corporate and treasury clients across three regional offices
- Lead 25 client support specialists, conducting biweekly reviews and quarterly evaluations
- Boosted self-service transactions by 40%, saving \$3 million in annual costs via platform migration
- Resolved a \$10 million dispute, securing a five-year contract renewal

Operations Manager | JPMorgan Chase | Fort Lauderdale, FL

October 2019 – November 2022

- Supervised daily branch operations serving 250+ customers/day with 15 employees
- Managed 2,500 accounts with combined deposits of \$100 million
- Exceeded small business lending targets by 150%, issuing \$30 million in loans
- Grew premium card applications by 30%, ranking first in the Southeast region

CERTIFICATIONS

- Certified Manager (Institute of Certified Professional Managers), February 2022
- Certified AML and Fraud Professional (ABA), April 2021