

## FINANCIAL SERVICES SPECIALIST

BUSINESS ANALYSIS & DEVELOPMENT ■ CLIENT RELATIONS ■ CONSULTATIVE & STRATEGIC APPROACH  
RESOURCE PLANNING / SCHEDULING ■ RESEARCH & ANALYSIS ■ NEGOTIATIONS ■ TIME MANAGEMENT

### PROFILE

- ☑ Reputation as self-directed and highly organized professional with excellent problem-solving, communication, analytical, and management skills
- ☑ Solid understanding of corporate finance, services, and business process development
- ☑ Proven ability to function well in a dynamic and changing environment and interact effectively with all levels of individuals; exhibits punctuality and flexibility
- ☑ Adept at developing long-term profitable business partnerships

### PROFESSIONAL EXPERIENCE

#### PRIVATE WEALTH / CLIENT EDUCATION SPECIALIST

2006-Present

Merrill Lynch, Hopewell, NJ

- Manage private clients holding a minimum of \$5MM in assets with Merrill Lynch on specific account issues / concerns ranging from simple dividend inquiries to more complex areas that require research and subsequent follow-up to resolve concerns
- Research and analyze backgrounds of clients to determine credibility; identify suitable financial services appropriate to their asset level, breadth of investment experience, and current / future financial goals
- Interface with prospective clients to furnish an overview of the products / services being offered and to determine their suitability based on the firm's defined and established standards
- Provide referrals to local financial advisors as well as central advisory offices of the firm
- Follow-up on prospective clients that expressed interest on the corporate web site to further develop leads
- Generate an average monthly increase of about \$750k per month in new assets to the firm, resulting from contact with prospective clients
- Receive and process incoming business leads inquiries through E-mail throughout the business week, which essentially entails screening of businesses that may be suitable to establish client relationship
- Forward appropriate leads to the ML commercial banking department
- Track received inquiries monthly from various multi-cultural demographics to determine the viability of marketing campaigns targeting specific group

### EDUCATION

**MASTER OF BUSINESS ADMINISTRATION IN FINANCE, Ongoing**  
Rutgers University, Camden, NJ

**BACHELOR OF SCIENCE IN BIOLOGY, MINOR IN BUSINESS / LIBERAL ARTS, 2005**  
Pennsylvania State University, University Park, PA

## AWARDS AND HONORS

Awarded monthly **top performing employee** four times in respective department with categories derived from assessment of quality of work and performance rankings

## PROFESSIONAL DEVELOPMENT & LICENSES

- Brokerage licenses: Series 7, 66, and 4; currently pursuing Series 3
- Six Sigma Green Belt project
- Formed process improvement committee resulting in significant departmental improvements
- Annual tax training focusing on nuances of capital gains / dividend tax for brokerage
- Assigned status of head mentor for Series 7 program

## COMMUNITY INVOLVEMENT

### Philanthropies through Merrill Lynch

- Volunteered in the Sandwich factory, making bag lunches for homeless shelter in Trenton, New Jersey
- Participated in the Wall Street Bull Run benefiting the American Heart Association