



# TSQUARED CONSULTING

New York, New York • (908) 827-1782 • results@t2consulting.com

## CAREER SUMMARY

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Results-driven, entrepreneurial and intuitive professional with experience across multiple facets of the business environment through exposure to operations management, customer service and sales. Visionary leader with a keen understanding of business priorities and supports the need for change in an unpredictable market. Areas of expertise include:

Project Management | Leadership/Mentoring | Problem Diagnosis/Resolution  
Relationship Development | Cross-selling/Cold Calling | Multi-Project Oversight  
Financial Services | Customer Service/Satisfaction | Team Player

## KEY QUALIFICATIONS

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- Team player with strong interpersonal, communication, analytical, and time management skills.
- Effective communicator with the ability to build relationships through establishment of trust.
- Dedicated and focused; able to prioritize and complete multiple tasks to achieve project goals.
- Thrive in high pressure and deadline driven environments.
- Computer skills include: Microsoft Word, Excel, PowerPoint, Access, and Outlook.

## PROFESSIONAL PROFILE

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### Small Business Relationship Manager

Santander Bank

11/2014 - Present  
Brooklyn, New York

- Credit trained to lend up to \$750,000.
- Portfolio management of three branch locations with responsibility for training brand staff on small business profiling.
- Identify appropriate cross selling opportunities for all clients.
- Perform cold calls, maintain customer base and develop strategies to expand business efficiently.
- Analyze customer financial status and recommended appropriate products.
- Design and implement all sales objectives and processes.
- Prepare all documents to facilitate opening of deposit accounts and loans.

### Business Banking Officer

Citibank, N.A.

7/2007 – 5/2013  
New York, New York

- Trained to lend commercial credit up to \$1 million.
- Developed a client base with a loan default rate of under 10 percent each year.
- Successfully managed portfolio of over 800 Small Business households with revenues up to \$10MM.
- Conducted training and acted as team leader to maximize business referrals and sales.
- Strong adherence to bank policy and procedure to ensure successful branch audit.
- Full knowledge of KYC guidelines, Patriot Act, and due diligence.

### Zone Manager

Ford Motor Company

9/2004 – 3/2007  
Mahwah, New Jersey

- Successfully managed 25 dealerships in the tri-state area.
- Responsible for conducting training seminars for dealership sales consultants and staff.
- Managed the distribution and allocation process for Ford, Lincoln, and Mercury dealerships.
- Served as a consultant/liaison to dealers; advised dealership owners of the best inventory, sales, and marketing practices in order to achieve success in their businesses.
- Maintained all legal documents for each dealership in relation to wholesale process.
- Awarded July 2005 Elite Achiever Award for stellar performance.

## EDUCATION

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**Bachelor of Arts in Business Administration** (concentration in International Business)

University of Detroit Mercy, Detroit, MI

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