Naydine Caporizzo

Relationship manager

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📞 (107) 963-2524

📍 1450 W 86th St, Indianapolis, IN 46260

Education

Bachelor of Science in Business Administration at Indiana University

Aug 2013 - May 2017

I have learned how to manage and lead people, how to market and sell products and services, and how to financial and accounting principles.

Links

linkedin.com/in/naydinecaporizzo

Skills

Communication

Interpersonal skills

Organizational skills

Time management

Negotiation skills

Conflict resolution

Problem-solving

Languages

English

Arabic

Profile

I have over 5 years of experience as a relationship manager. I have developed strong relationships with clients and provided them with excellent customer service. I am an expert at managing client expectations and meeting deadlines. I am also proficient in conflict resolution and problem-solving skills

Employment History

Senior Relationship Manager at PNC Financial Services, IN

May 2022 - Present

- Secured $5 million in new funding from top tier investors.
- Negotiated and closed 10 high value contracts with clients, worth a total of $3.5 million.
- Grew team from 3 to 15 members through effective recruiting and training initiatives.
- Achieved quarterly targets for the past 4 consecutive quarters.
- Successfully managed relationships with 50+ key clients.

Relationship Manager at Fifth Third Bank, IN

Jul 2017 - Mar 2022

- Negotiated and closed $5M in new business deals.
- Developed and executed marketing campaigns that generated a 20% increase in leads.
- Managed a team of 4 direct reports and 10 indirect reports.
- Increased customer satisfaction ratings by 15% through improved communication and conflict resolution skills.
- Implemented innovative strategies that resulted in a decrease of churn rate by 5%.

Certificates

Certified Customer Relationship Manager (CCRM)

Apr 2021

Certified Social Media Customer Service Professional (CSMSP)

Jul 2019

Memberships

American Management Association

Association for Talent Development