

Anna Borowski

Toronto, Canada • (647) 896-8796 • annaborowski3@gmail.com

Possess strong customer orientation, excellent communication and interpersonal skills. Top- performer with a track record of consistently meeting or exceeding sales goals and customer expectations. Agile at educating customers on up-to-date products and providing advice that best meets their short-term and long-term goals.

Experience

2019 - PRESENT

Licensed Home Advisor | RBC Royal Bank of Canada | Toronto, Canada

- Develop a loyal client base by providing exceptional mortgage advice and financial solutions to clients, meeting their individual needs and achieving their goal of home ownership
- Convert leads into sales through de-stressing the home buying journey and solidifying client relationships creating a win-win situation
- Nurturing client relationships by being accessible and accommodating to clients' preferences for doing business with RBC
- Collaborating with RBC partners to anchor external business and properly anchor clients to finalize mortgage documents

2017 - 2019

Estate Banking Specialist | RBC Royal Bank of Canada | Toronto, Canada

- Built rapport and fostered relationships with Estate representatives while capturing money in motion resulting in Estate retention and new business acquisition, which surpassed sales goals by 35%
- Provided a holistic Estate experience to executors, beneficiaries, branch partners and lawyers during the Estate life cycle phases from notification through to settlement
- Took ownership with sensitive situations in an empathetic manner while driving results through needs analysis, including identifying opportunities to engage RBC Product Advisors (e.g. Financial Planners, Investment Advisors, etc.) for further retention and sales discussions
- Developed and maintain expert knowledge of all aspects related to Estate administration, policy and procedures while ensuring compliance with governing regulations

2014 - 2017

Client Effectiveness Coach/Team Lead | RBC Royal Bank of Canada | Toronto, Canada

- Received consistent high marks on performance reviews by developing and implementing training programs that reduced employee-focused customer complaints from 10% to under 2%
- Implemented multiple client experience committees by engaging stakeholders in executing initiatives which impacted overall business performance and exceeded targets by 25%
- Coached Banking Advisors on all elements of the Client Experience Guide to deliver an exceptional client experience
- Collaborated with stakeholders (Team Managers, Directors and Executives) to implement change initiatives within the organization
- Provided guidance, advice and feedback for ongoing development of Banking Advisor's product knowledge, call handling and client experience to reach proficiency levels

2012 - 2014

Credit Specialist | RBC Royal Bank of Canada | Toronto, Canada

- Top performer in client retention and acquisition in team targets and business targets exceeding by 25%
- Offered advice and proposed product/service solutions that met all client needs with the goal of deepening client relationships and building long term profitable relationships
- Used challenging client experiences as growth opportunities, benefiting the client and RBC
- Provided account management, banking service recommendations, loan applications, mortgage maintenance and other various duties

2011 - 2012

Personal Banking Specialist | RBC Royal Bank of Canada | Toronto, Canada

- Top performer in exceeding campaign targets and sales by 15% which increased business revenue and client satisfaction
- Received several awards for quality call handling, top sales and value-added service positioning
- Completed financial reviews, discussed investment options and overall planning
- Recommended banking/services and referred clients to RBC stakeholders for their financial needs
- Networked to increase client base and encourage existing clients to expand financial portfolios

Skills

Negotiations • Contracts • Training and Development • Planning and Coordination • Sales Management • Process Improvement • Software Licensing • Polish and Ukrainian

Education

2004 - 2008

Bachelor of Science in Nursing | George Brown College | Toronto, Canada

2001 - 2004

Early Childhood Education | George Brown College | Toronto, Canada

Certifications

2022

CSM Level I & II | Success COACHING

2022

Certified Software Asset Management | IAITAM

Activities

Literature • Environmental conservation • Art • Yoga • Skiing • Travel