

# Andreas Boltz

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## Career Profile

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Banking professional with a long standing record of achievement exceeding targets across the financial services sector; specialising in business development, account management, customer service strategy and team leadership. Motivated and determined, with verifiable experience in securing considerable cost savings, improving performance and achieving demanding business growth targets.

Possesses excellent interpersonal, communication and negotiation skills; able to influence business decisions and form positive internal and external relationships with clients and senior level managers. Has an unbroken track record in negotiating and securing new business leads, with a commitment to delivering the highest standards of service to clients; demonstrating exceptional team building, leadership and motivational skills.

## Employment History

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2003 – 2013

**Owner (Operator)**

IB Serviços LTDA.

### Key Responsibilities:

- Established and managed the day to day running of this cleaning company (monthly gross turnover of £80k) which offered cleaning, maid and reception services to clients.
- Dealt with several leading clients including: Banco Votorantim S.A., Banco ABC Brasil S.A., Dresdner Bank S.A. – Banco Múltiplo, Banco Sumitomo, CesceBrasil, Trisul S.A., Banco De Lage Landen S.A., Banco Sumitomo Mitsui Brasileiro S.A., Condomínio Privilege, Deutsche Lufthansa AG, Hercules do Brasil Prods, Químicos Ltda., JF Hillebrand Brasil Transportes Intl. Ltda., Kemira, Mercosul Industrial e Comercial S.A., Rio Bravo Investimentos S.A., and UBF Seguros S.A.
- Responsible for developing and sustaining existing and new business market share.
- Generated leads and negotiated commercial contracts and instructions for cleaning contracts.
- Established and maintained strong relationships with existing and new clients to build client base.
- Oversaw and implemented sales, marketing and business development strategies to achieve revenue goals.
- Led, trained and motivated a team of 160 employees ensuring monthly sales targets are met.

1998 – 2002

**Deutsche Bank AG, Banco Alemão**

2001 – 2002

**Administrator**

### Key Responsibilities:

- Oversaw and led a team of banking personnel with direct responsibility for defining and preparing process and procedure manuals for the corporation.
- Monitored team performance and delivered training and mentoring in line with development needs.
- Supported and facilitated the implementation of the new Brazilian Payment System (SPB).

1998 – 2001

**Business & Product Manager**

### Key Responsibilities:

- Developed new business in the areas of protection, retirement, investments and savings; establishing effective relationships with existing and new customers to identify needs and recommend products.

- Held responsibility for revenues and costs administration as part of the Relationship Management team.
- Processed and arranged national and foreign currency loans for customers.
- Contributed to the sale of fixed assets as part of the country risk administration.
- Delivered consistently high levels of service through conducting regular face to face meetings with clients.
- Played a pivotal role in the 'Y2K Committee'.

### **Early Employment**

<b>1990 – 1998</b>	<b>Deutsche Bank S.A. - Banco Alemão, Brazil</b>
1995 – 1998	<b>Product Manager</b>
1990 – 1995	<b>Corporate Banker</b>
1988 – 1990	<b>International Trainee Programme</b> Deutsche Bank AG, Lippstadt, Germany
<b>1983 – 1987</b>	<b>Deutsche Bank AG, Brazil</b>
1986 – 1987	<b>Corporate Banker</b>
1985	<b>Credit Analyst</b>
1983 – 1984	<b>Trainee</b>

### Qualifications

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Jan 2016 - current

**Accounting AAT Level 2**      Richmond Adult Community College RACC

**Business Administration**      FMU Faculdades Metropolitanas Unidas, São Paulo, Brazil

### Skills

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- **Financial Services:** A proactive banking professional with a strong career history in financial services; specialising in accounts administration, product management, corporate banking and credit analysis.
- **Negotiation:** Highly competent and knowledgeable entrepreneur with exceptional business acumen; able to identify opportunities, formulate positive client relationships, and negotiate complex contracts.
- **Leadership:** Extensive experience working at a senior managerial level; demonstrating the ability to successfully lead, train, motivate and challenge team members whilst instilling a continuous learning culture.
- **Customer Service:** Has a solid background working in the field of customer service management with proven experience in developing and implement customer service strategies, with a commitment to delivering consistently high levels of service to achieve increased customer satisfaction and retention.
- **Strategic Problem Solving and Planning:** Analytical and logical planner with astute problem solving skills. Able to successfully formulate solutions and strategies to ensure company objectives are met.
- **Communication:** Commands exceptional communication and relationship management skills; able to develop and maintain positive relationships with clients, colleagues and senior managers.
- **IT Skills:** Full proficient in the use of MS Office Suite including Word, Excel, PowerPoint and Outlook.
- **Languages:** English (fluent), German (fluent), Portuguese (fluent) and Spanish (basic).
- **Driving License:** Full UK Driving License.

### References

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Available on request