

Natalie Sharp

Business Service Officer

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STRENGTHS

- 🛠️ **Service judgment**
When a client request carried risk, paused for facts, involved the right partner, and kept communication clear.
- 👥 **People development**
Coaching became practical through specific feedback and follow up, helping support professionals build confidence.
- 🏢 **Coverage leadership**
During absences and demand spikes, reshaped assignments quickly so advisors and clients received steady support.
- ⚙️ **Process improvement**
Recurring service errors became a useful signal, leading to clearer ownership, handoffs, and training.
- 🗣️ **Partner communication**
Risk, compliance, advisors, and operations received concise updates, which made difficult resolutions easier for everyone.

SKILLS

Branch operations

Wealth management

People supervision Client service

Advisor support

Talent development

Performance management

Conflict resolution

Risk and compliance

Budget tracking Forecasting

Expense oversight

Process improvement

Platform change management

Escalation management

SUMMARY

Financial services operations leader with 10 years of experience supporting wealth management branches, advisor teams, client households, and regulated service environments. Leads **support professionals** through coaching, performance conversations, onboarding, coverage planning, and practical development. Uses active Series 7, Series 9, Series 10, and Series 66 registrations while applying sound judgment across service escalations, documentation, supervisory controls, and policy requirements. Manages advisor travel and entertainment review, **budget tracking**, forecast notes, platform change readiness, and recurring issue resolution. Builds productive partnerships with advisors, sales, risk, **compliance**, **Human Resources**, market leaders, and operations teams. Converts service patterns into clearer workflows, useful training, and consistent execution. Brings calm prioritization and thoughtful communication to branch operations, helping teams serve clients well while protecting quality, accountability, and compliance.

EXPERIENCE

Branch Service Manager

Blue Ridge Wealth Partners 📅 January 2023 - Present 📍 Nashville, TN

Leads **branch service operations** for 14 support professionals serving **financial advisors** and client households. Owns coverage planning, talent development, performance conversations, escalated service matters, expense oversight, and workflow improvement across a high volume wealth management environment.

- Supervised 14 **support professionals** across advisor coverage, client service, and regulated branch operations.
- Coached staff through goals, reviews, development plans, and service **quality** conversations tied to controls.
- Rebalanced daily coverage during absences and demand spikes, protecting advisor responsiveness and client follow through.
- Partnered with risk and compliance leaders to resolve escalations, documentation gaps, and policy questions.
- Reviewed advisor travel and entertainment activity, maintaining monthly **budget tracking** and forecast notes for **leadership**.
- Standardized recurring client request handoffs, giving staff clearer ownership and more consistent training.

Assistant Branch Operations Manager

Stonegate Financial Advisors 📅 July 2020 - December 2022 📍 Franklin, TN

Directed daily service workflows for 11 advisors while supporting staffing, onboarding, platform readiness, reporting, and complex **client inquiries**. Translated policy updates into usable branch routines and helped service teams respond with sound priorities during busy periods.

- Directed service workflows for 11 advisors, serving as escalation point for complex client requests.
- Coached support staff on platform **procedures**, documentation **quality**, prioritization, and risk sensitive escalation.
- Coordinated interviews, **onboarding** schedules, access readiness, and role training for incoming **support professionals**.
- Prepared reports covering staffing, service backlogs, expense activity, and recurring exception themes for leaders.
- Converted **platform changes** into branch checklists and job aids, helping teams adopt updates confidently.
- Redesigned task allocation with advisor teams during elevated activity, closing coverage gaps without weakening controls.

Senior Registered Client Service Associate

Cedar Lane Securities 📅 June 2017 - June 2020 📍 Murfreesboro, TN

LANGUAGES



MY CAREER



- Branch Service Manager at Blue Ridge Wealth Partners (3.7 Years)
- Assistant Branch Operations Manager at Stonegate Financial Advisors (2.4 Years)
- Senior Registered Client Service Associate at Cedar Lane Securities (3 Years)
- Client Service Associate at Horizon River Investments (9 Months)

Managed registered client service for a multi advisor practice, combining careful documentation with timely escalation and dependable partner communication. Supported supervisory review, expense reconciliation, associate training, procedure updates, and platform conversions within a regulated securities setting.

- Managed complex service requests for a multi advisor practice with disciplined documentation and escalation.
- Applied **Series 7** and **Series 66** knowledge while routing supervisory matters through established controls.
- Trained newer associates on account service workflows, client communication, and operational risk checkpoints.
- Tracked recurring processing errors and proposed procedure updates clarifying ownership across service and operations.
- Prepared advisor expense documentation and reconciled records for supervisory review and branch reporting.
- Maintained client communication during platform conversions, keeping advisor teams informed about practical next steps.

Client Service Associate

Horizon River Investments 📅 August 2016 - May 2017 📍 Clarksville, TN

Supported financial advisors with account maintenance, client requests, meeting preparation, records management, and controlled service follow through. Built early experience with branch risk procedures, **escalation judgment**, operational partners, and accurate documentation in a **financial services** environment.

- Supported advisors with account maintenance, client requests, meeting preparation, and service follow through.
- Maintained case notes and supporting records so requests moved through controlled review workflows.
- Prioritized time sensitive client needs and escalated exceptions to registered or supervisory staff.
- Coordinated with operations partners to resolve incomplete submissions and communicate next steps clearly.
- Built practical knowledge of branch risk and **compliance procedures** through daily account service work.
- Earned expanded responsibilities after demonstrating dependable **organization**, communication, and **attention to detail**.

PROJECTS

Branch Service Workflow Review 📅 2024

Partnered with support professionals and advisor teams to map recurring client requests, clarify handoffs, and create training that made daily service feel more manageable and consistent.

Platform Change Readiness Program 📅 2022

Worked with branch colleagues to turn platform updates into checklists and job aids, giving people room to ask questions before changes affected clients.

LEADERSHIP & AWARDS

- Recognized by branch leadership for dependable service coverage during staffing changes and elevated client demand.
- Selected as a trusted peer resource for onboarding, policy updates, and complex service escalation judgment.
- Praised for converting recurring service issues into practical workflows that improved consistency without weakening controls.

EDUCATION

Bachelor of Business Administration

Middle Tennessee State University 🎓 GPA: 3.5 📅 2016 📍 Murfreesboro, TN

Coursework: Financial management, organizational behavior, operations management, business communication

CERTIFICATIONS

- FINRA Series 7  Active
- FINRA Series 9  Active
- FINRA Series 10  Active
- NASAA Series 66  Active

TECHNICAL SKILLS

- **Securities Registrations:** FINRA Series 7, FINRA Series 9, FINRA Series 10
- **Branch Operations:** Advisor coverage, service workflows, branch reporting
- **Client Service Systems:** Account maintenance, case notes, request tracking
- **Risk and Compliance:** Policy controls, documentation review, escalation procedures
- **People Management:** Coaching, performance reviews, development planning
- **Talent Processes:** Interviewing, onboarding, access readiness
- **Budget Administration:** Travel expenses, entertainment expenses, forecast tracking
- **Service Improvement:** Workflow reviews, standardized handoffs, job aids
- **Platform Readiness:** Platform updates, change briefings, readiness checklists
- **Communication Practices:** Business calls, stakeholder updates, written communication

PROFESSIONAL AFFILIATIONS

- Financial services branch operations partner across advisor, risk, compliance, Human Resources, and market teams.
- Registered securities professional supporting client service, supervisory controls, expense review, and talent development.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST