

# MATTHEW B. PRITCHARD

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## ACCOUNT ADMINISTRATOR / INVESTMENT MANAGER LIAISON

*Track Record of Increasing Bottom Lines Through Expert Relationship Building  
With Corporate and High Net Worth Clients*

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Performance-driven, resourceful Account Administrator with proven talent for identifying and matching customer requirements with bank offerings in a reassuring manner that inspires client trust. Achievement-oriented and motivated with excellent interpersonal skills and track record of working exceptionally well with clients, employees, management, and the public. Utilize well-developed oral and written communication ability to build successful, long-term partnerships. Thrive in a fast-paced, market-driven environment.

### Investment Knowledge & Competencies

- Commercial Paper/Bonds & Mutual Funds
  - Foreign Exchange
  - Demand Deposit Accounts
  - Direct Deposit Accounts
  - Securities Lending Programs
  - Mortgage Back / Asset Back Securities
  - Pools & Pairoffs
  - Short-Term Investment Funds
  - Custody Accounts
  - Investment Accounting
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## PROFESSIONAL EXPERIENCE

BANK OF NEW YORK MELLON, Pittsburgh, Pennsylvania 5/2006 – Present

### **Investment Manager Liaison**

Recruited to act as a point of contact in managing a group of customer accounts. Open new accounts and prepare portfolio transactions per client requests. Utilize an array of customized investment solutions including trade settlement, commercial paper, bonds, mutual funds, foreign exchange, mortgage back securities, asset back securities, and pools and pairoffs, carefully identifying and matching client requirements with bank offerings. Research and prepare claims for overdrafts. Track and report Corporate Actions and Exchange Notices. Pro-actively liaise with other areas of the Bank and Investment Managers. Maintain accurate desktop procedure manuals and complete audit and statement requests from clients.

### *Key Contributions:*

- Succeeded in straightening out, re-establishing, and advancing a customer account base that had been severely neglected by the previous account manager. Achieved an overall increase in accounts by approximately 10%.
- Entrusted with managing high-profile accounts, including a high-net worth, high-volume, sensitive Deutsch Bank client.
- Receive verbal commendations from other investment managers for excellence in performance.

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HILLIARD LAW FIRM, Pittsburgh, Pennsylvania 2005 – 2006

**Office Clerk**

Hired after a successful internship to manage a variety of computer-based projects designed to improve internal and external communications and file management. Collaborated with management in identifying project scopes and responsibilities.

*Key Contributions:*

- Transferred files into Adobe PhotoShop format for computer access.
- Established personal email signatures for all legal personnel.
- Installed Microsoft software into all employees' personal computers.

**Intern**

Secured a law clerk internship allowing access and insight into administrative functions of a busy law firm. Handled a variety of tasks that facilitated the firm's ongoing commitment to its' clients.

*Key Contributions:*

- Researched and prepared Bill of Particulars for upcoming cases.
- Researched information regarding personal injuries, housing infractions, medical records, real estate property, abstracts, and architectural disputes.
- Updated the firm's database regarding closed cases.

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*Additional Experience as a Customer Service Representative for AT&T, and as a Landscape Technician for Evergreen Supply, both in Pittsburgh, PA*

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**EDUCATION AND CREDENTIALS**

**Bachelor of Science, Business Administration, 2005**

KENT STATE UNIVERSITY – Kent State, Ohio

*Concentration: General Management & International Business*

***Technical Proficiencies***

Microsoft Office Suite (Word, Excel, PowerPoint, Access), Lotus Notes; mainframe programs including GSP, ASP, TAS, and IMMS; DIMS; SIS; Inform; E-mail and Internet applications, on a Windows operating system