| Luke Keane  Title - Senior Business Development Manager (VP)  Sales & Relationship Management  Envelope [Lukekeane@hotmail.com](mailto:Lukekeane@hotmail.com) Receiver +353 (0)87 9413278 , 077 07145363 London - United Kingdom |
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## Professional Profile

*Vice President Level Business Development & Relationship Manager with 10 years of experience within the Financial Services Sector. Successfully driving results and fostering enduring strategic partnerships. Possessing a keen acumen for commercial dynamics, adeptly steering global account portfolios and adeptly capitalising on revenue-generating prospects.*

## Career Summary

| Suitcase | ***RBC/CACEIS - Global Client Coverage (VP) - Senior Business Development and Relationship Management - London***  *RBC Investor & Treasury Services - acquisition by Caceis Q2 2024* | *Nov 2023 - Present* |
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**Responsibilities & achievements**

* Assessed as Fit & Proper under the FCA/PRA Certification Regime.
* Driving client strategies and campaigns while spearheading both the acquisition of new business and the nurturing of existing client relationships within Financial Services and the Funds space.
* Client book includes leading Global Banks, UK & US Asset Managers and Insurance Organisations, with Global Law firms and Consultancies as secondary clients.
* Achieved substantial growth across Private Capital, Infrastructure and Real Estate.
* Total revenue generated : £800,000 across the US, UK and Europe while managing two junior team members.
* Overseeing the execution of the client marketing strategy globally and responsible for pitches and RFP’s.
* Commanding the entire lifecycle of deals, orchestrating seamless negotiations from inception to closure.
* Successfully selling Global and Cross-Asset Market Solutions to market leading organisations.
* Committed to innovative and value-add asset servicing solutions to clients and prospects.
* Seamlessly orchestrating the transition of clients from RBC to Caceis, demonstrating collaborative efforts across multifaceted functions to ensure a frictionless migration.
* Managing all aspects of client relationship management including onboarding and strategic growth.
* Representing the firm at multiple industry events cultivating invaluable senior-level connections.
* Developing and leveraging an internal network across product, operations, legal, KYC, risk, pricing and others to build innovative solutions and identify cross-sell opportunities to deepen and increase the share of wallet.

| Suitcase | ***First Derivative – Business Development Partner - London***  *Largest Global Capital Markets Consultancy - Technology* | *Jan 2023 - Aug 2023* |
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**Responsibilities & achievements**

* Successfully generating £1.6 million in revenue selling to Tier 1 & 2 Banks, Asset Managers and FinTech’s.
* Driving new business acquisition and nurturing client relationships, proactively owning, uncovering, and anticipating future needs, roadblocks or risks.
* Coordinating multiple teams, including specialists and subject matter experts, developing tailored solutions.
* Conducted comprehensive market analyses and research to discern emerging innovation trends, and adeptly customised each client opportunity accordingly.
* Oversaw onboarding processes and ensured stringent compliance with "Know Your Customer" (KYC) protocols.
* Successful cultivation of executive-level relationships, prioritising strategic business development initiatives.
* Highly effective at fostering internal alliances across diverse business functions.
* Delivered stellar results in new business acquisition, generating a multi million pound pipeline
* Crafted meticulous account strategies, scrutinised performance metrics, and orchestrated cross-functional collaboration to introduce innovative propositions to market, driving both cross-selling and upselling endeavours.
* Pioneered digital transformation and innovation solutions, while expertly managing team allocations and delivering compelling proposals and RFPs.
* Served as a prominent ambassador for the firm at esteemed industry events, fostering valuable senior-level relationships.
* Consistently exceeded client expectations and cultivated trust by prioritising a client-centric approach.
* Demonstrated meticulous attention to detail and exceptional organisational skills, enabling the adept management of complex assignments and the consistent delivery of high-quality results.

| Suitcase | ***UBS - Associate Director - Client Outreach (Business Development & Relationship Manager) - London***  *Banking* | *Jan 2018 – May 2022* |
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**Responsibilities & achievements**

* Successfully elevated to a leadership role as a Team Leader, orchestrating cross-functional collaboration and adeptly managing global client relationships.
* Demonstrated proactive anticipation of client needs and introduced innovative solutions to drive client satisfaction and revenue growth.
* Led the end-to-end client lifecycle implementation and expansion efforts within relationship management for tier one clients.
* Pioneered the establishment and expansion of the client outreach function in the UK.
* Relocated to New York and Singapore for periods for regional team expansion and client needs.
* Consistently achieved targets across diverse product portfolios, showcasing a deep understanding of market dynamics and client requirements through meticulous industry research and analysis.
* Served as a subject matter expert in conducting comprehensive KYC (Know Your Customer) and AML (Anti-Money Laundering) due diligence for both existing and prospective client relationships, supervised global KYC teams.
* Led interdepartmental project management initiatives, collaborating closely with sales and trading teams to formulate effective account strategies and drive business growth.
* Fostered strong working relationships with C-suite executives, serving as a trusted liaison for day-to-day client management and strategic decision-making.
* Exhibited exceptional communication and leadership skills in crafting and delivering persuasive client pitches to senior stakeholders.
* Played a pivotal role in the development and training of internal teams, fostering a culture of continuous learning and driving improvements in departmental performance.

| Suitcase | ***Citi – Case Manager - Dublin***  *Banking* | *Oct 2016 – Dec 2017* |
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**Responsibilities & achievements**

* Spearheaded the meticulous preparation of client KYC records for global accounts.
* Multiple top performer awards, including innovation and client satisfaction and promoted to a senior client facing team.
* Played a pivotal role in partnering with relationship management to devise strategic approaches to enhancing client interactions.
* Collaborated extensively with senior stakeholders on global initiatives, effectively navigating regulatory landscapes and implementing process enhancements to meet compliance requirements while driving operational efficiencies.
* Initiated and executed enhancements to the client onboarding process, resulting in a significantly improved experience for new clients and enhancing overall satisfaction levels.

| Suitcase | ***BNP Paribas - Analyst***  *Banking - Contract* | *Feb 2016 - Aug 2016* |
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**Responsibilities & achievements**

* Managed the allocation of European funds, ensuring accurate record-keeping and acting as a quality control resource for team members' work.
* Prepared comprehensive documentation of fund breaches, proactively consulted with clients, and generated breach reports for presentation to the Irish Central Bank.
* Participated in board meetings providing support in the development and delivery of presentations.
* Conducted vigilant monitoring of daily encashment tax fluctuations and maintained updated ledgers accordingly.

| Suitcase | ***Flynn & McMorrow Solicitors - Paralegal***  *Legal Practice* | *May 2014 - Jan 2016* |
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## Education

| Court | **LLB / Hons,** National University of Ireland Galway |  |
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| Court | **Corporate Law / Hons,** National University of Ireland Galway |  |
| Court | **Leaving Certificate,** Yeats College Galway |  |
| Court | **Boarding School,** Cistercian College Roscrea, Tipperary |  |

## Skills

* Adept at engaging and influencing C-Suite stakeholders, demonstrating confidence and composure.
* Possesses extensive experience as a versatile sales professional, with a diverse background spanning technology, consultancy, and capital markets.
* Demonstrated exceptional leadership and management acumen, successfully overseeing, and guiding numerous teams to achieve outstanding results.
* Exhibited excellent verbal & written communication skills, delivering compelling presentations to diverse audiences.
* Proven track record of effectively managing and nurturing commercial relationships, consistently surpassing set targets, and driving business growth.
* Displaying a personable and outgoing nature, leveraging strong interpersonal skills to build rapport and establish connections with stakeholders.
* Team player, capable of seamlessly collaborating within multi-disciplinary teams or working autonomously.
* Possesses strong project management abilities, effectively juggling multiple projects with stringent deadlines while maintaining quality and attention to detail.
* Showcasing a client-centric and highly organised approach, consistently delivering exceptional service, and maintaining meticulous organisation in all aspects of work.

*Signed*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Luke Keane**