DANIEL BRENNAN

CLIENT SERVICE ASSOCIATE

CONTACT

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SUMMARY

Client service associate with four years at a wealth management firm, returning after a career break from 03/2021 to the present as a stay-at-home father. Handled account opening, transfers and client calls for 600 households using CRM, Excel and Outlook. Passed the SIE exam in 08/2026 and treats client data with strict confidentiality.

SKILLS

- Client Service
- CRM
- Account Opening
- Microsoft Office
- Excel
- Outlook
- Word
- Confidentiality
- Attention to Detail
- Time Management

EDUCATION

Bachelor of Science in Business Administration
05/2016
University of North Carolina at Charlotte
Charlotte, NC
Finance

CERTIFICATES

Securities Industry Essentials (SIE) Exam
08/2026
FINRA

EXPERIENCE

Full-Time Parent (Career Break) 03/2021 - Present
Career Break Charlotte, NC

Home full time with a newborn and a preschooler; prepared for the return with SIE study and volunteer bookkeeping.

- Manage registration, payments and parent emails for a **220**-player youth soccer league as the volunteer registrar.
- Balance the league's $38,000 annual budget in Excel each month and report results to a 7-member board.
- Organize equipment checkout for 18 volunteer coaches, tracking every bag and return in a shared spreadsheet.
- Passed the FINRA Securities Industry Essentials exam in 08/2026 after ten weeks of self-study.

Client Service Associate 07/2016 - 02/2021
Queen City Wealth Advisors Charlotte, NC

Independent wealth management firm with four financial advisors and $400M in client assets.

- Processed **40+** account opening, ACAT transfer and distribution requests a week with zero NIGO rejections in 2020.
- Answered client calls and emails for 600 households, resolving tax form and RMD questions within one business day.
- Updated client profiles, notes and follow-up tasks in the CRM, raising record completeness from 70% to 96%.
- Prepared review packets in Microsoft Office for 120 client meetings a quarter and booked each meeting in Outlook.