

ANNICE GORCZANY

9008 REMPEL SPURS, DETROIT, MI

PHONE

+1 (555) 625 8979

EXPERIENCE

O'Kon Group

Los Angeles, CA // Advocate // 11/2020 – present

- Assist with balancing vault and ATM as needed
- Promote and support teamwork in the branch to ensure a positive overall customer experience
- Adhere to operational controls, including legal, corporate, and regulatory procedures to ensure the safety and security of customer and bank assets
- Maintain an awareness of current fraud alerts
- Promote, cross sell, and assist customer with basic questions regarding bank products and services
- Technically proficient in data entry and Microsoft

Haag LLC

Los Angeles, CA // Advocate // 09/2013 – 08/2020

- Deep experience in technologies and approaches used in managing user and system authentication and authorization for services and web applications hosted on Linux and/or Windows, including .NET Core Identity and ASP.NET Identity
 - Experience implementing single sign-on and multi-factor authentication scenarios
 - Experience in selecting the appropriate tool for the job based on business use cases
 - Strong knowledge and experience with software development, developer tools, and popular enterprise programming frameworks, .NET and .NET Core in particular
 - A history of successful speaking engagements and industry influence
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EDUCATION

Baylor University

Bachelor's in Education

SKILLS

- Preference to those with experience in claims adjusting
- Experience with computing (Azure, , Kubernetes, etc.)
- Minimum of 12 months of collections experience
- Collection experience/working knowledge of multiple BAC consumer products
- Experience with UCRS
- Proven success and experience in technical support, software development, and/or system administration for a large end-user community
- Familiarity with ITSM and/or DevOps project plan