**Franco Melendez-Tarrillo**

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# Objective

To acquire a challenging position within the professional world where my experience in data analytics, economics, administrative, languages, customer service, and organizational management can be used to its fullest extent in order to benefit both the workplace and the people within the organization.

# Professional Summary

* Creative problem solver, applying previously attainted knowledge to predict problems and to organize appropriate contingency methods
* Willingness to bear full responsibility for every task/project with a strong drive to carry out said task to its completion
* Consistently carry out assigned tasks on-time, under-budget, and without unexpected events disrupting the completion of assigned tasks
* Licensed notary

# Education

**Tuscarora High School,** Leesburg, VA Graduated: June 2016

**George Mason University,** Fairfax, VA Graduated: May 2019

* ***Bachelor’s Degree in Economics***
* ***Minor in Business***

# Work Experience

**Apple Federal Credit Union, Sterling, VA** February 2020-Present

**Lead Member Service Representative**

* Responsible for supervising day to day activities of MSR I line personnel to assure a trained, motivated and professional staff capable of providing efficient and effective service while ensuring positive member relations. Helps MSRs with branch transactions as well as provide assistance when they should need it.
* Assigns various operational duties, as appropriate to Teller/MSR’s. Ensures good customer service is maintained. Able to deliver constructive feedback, train and counsel new staff. Assists in creating performance appraisals and gathers data as needed to evaluate staff performance.
* Provide product and or service recommendations to members based on through needs assessment. In compliance with AFCU policy and procedure, accurately completes all required paperwork and data input for new deposit account openings, initiation of other credit union services and application for membership.
* Perform other administrative, technical or operation processing duties as assigned by the Branch Manager.

**Chenega corporation, Chantilly, VA** September 2019-March 2020

**Data Validation Clerk**

* Research and check information for accuracy and completeness
* Communicate with data entry and IT team to address data discrepancy
* Manage reports of daily productivity and report to supervisor at the end of the day
* Demonstrate strong verbal and multi-tasking abilities as well as proficiency and knowledge in Microsoft word/excel
* Ensure accuracy of data/order validation
* Verify documents' accuracy with source documents; proofreads for content validity, spelling, grammar and punctuation; verifies booking and paging; and reconciles errors and resolves discrepancies while Processing physical and digital reports as required
* Handle documents pertaining to diverse sources and reconcile inconsistencies
* Perform data entry and metadata entry for electronic documents
* Verify information and files against tracking system while performing word processing tasks
* PPC Experience

**Food Lion, Leesburg, VA**  June 2019-September 2019

**Cashier**

* Provide front line service to customers by responding to inquiries for different payment methods such as checking, credit cards, cash and EBT along while nurturing a friendly and cordial relationship with every client that passes through the register
* Ensure all customers pass through the POS swiftly and without supervision from front end management while executing various complex transactions and tasks that suit the diverse needs of the daily clientele, especially during fast paced shopping hours
* Take initiative to ensure that customers do not forget any of their purchases while managing store time efficiently by ensuring that customers are processed in a quick and efficient manager
* Adapt to any new information regarding any newly arrived products in order to present it to new clients while communicating clearly with the diverse clientele and address their needs and concerns about store products
* Handle Western Union transactions for any customers that may need to make these transactions
* Manage multiple customers whenever all lanes are filled and assist them in the self-checkout section to ensure they leave on time and relieve pressure on other cashiers
* Assist cashiers with any issues that may arise on their register
* Manage the training of new cashiers to teach them how to handle POS transactions

**Students for Liberty: George Mason University, Fairfax, VA** August 2018 to May 2019

**Vice President**

* Aid the President in Administrative tasks such as orchestrating meetings, social media, fundraising, organizing debates, and being the tie-breaker vote in any major decisions the organization makes
* Prepare and submit budget for the semester
* Represent our organization during recruitment fairs
* Plan, develop, and carry out recruitment drives
* Nurture a great relationship with members interested in joining the organization
* Communicate clearly with other on campus organizations and collaborate with them by coordinating joint events on campus
* Set goals for student recruitment and lead efforts to accomplish them
* Assist the secretary by taking roll calls in our weekly organization meetings and establishing email lists for any new members that express interest in our organization and updating the list as more members enter the organization
* Ensure the long-term durability of the club by picking and training appropriate club members to succeed our officer body as they graduate and have to step down from the club
* Organize a specific timeline in which the club must accomplish all its weekly/monthly goals and see to its completion
* Adapt to any new information and expectations that our regional directors give to our organization and see through on those expectations
* Coordinate and collaborate recruiting events with fellow club officers
* Mediate any disputes that arise within the governing body
* Support and coordinate with diverse organizations whenever large-scale joint events are proposed and planned
* Generate and submit weekly after-action reports to the regional Students for Liberty branch after the completion of weekly on campus and off campus events

**FCRC, Fairfax, VA** September 2016 to November 2016

**Data-Analyst**

* Use complex data analytics programs such as power BI alongside older programs such as excel to analyze data from thousands of data points and turn them into simple and understandable charts
* Collaborate with other doorknockers in order to cover a large suburban area that would be impossible to cover with only one person
* Reach out to any potential voters and nurture a cordial relationship with them in order to poll them on their opinions
* Mentor and then monitor new data analysts in data gathering operations in order for them to eventually carry out their own data gathering operations effectively and without any supervision
* Accomplish any door-knocking quotas and goals that the local state organization sets in the area within a limited period of time
* Perform fraud analysis on data by analyzing thousands of data points at the same time to ensure there is no inconsistency within their data and confirm the integrity of all the door knocking operations that have been carried out
* Disseminate significant amounts of information with attention to detail and accuracy

**Food Lion, Leesburg, VA** June 2016 to August 2016

**Stocker**

* Ensure the store is fully stocked with all needed items that customers would like to purchase.
* Establish friendly relationships with customers by assisting them in searching for any products they want to purchase
* Ensure that the front of the store is not only well stocked and organized but also in conditions that meet FDA standards
* Contributed and participated in organizing the store’s supplies
* Organize recently arrived stock in their appropriate place in a fast and timely manner
* Process any items that customers leave and/or return in order to ensure that they are not damaged and can still be re-sold

# Economics, Business & Analytics Abilities

* **Accounting:** Experience in LIFO and FIFO accounting
* **Office Tools:** Advanced proficiency in Microsoft Office Suite (Outlook, Word, and Excel)
* **Business Analytics:** Extensive experience in Power BI
* **Languages:** Fluent in speaking and writing in English, Spanish, and Portuguese
* **Business management:** Experience in project management and human resource management
* **Customer Service:** Qualified in customer service in a diverse variety of tasks from inventory acquirement to cash transfers
* **Interpersonal Skills:** Advanced skills in interacting with staff, management, and members in a tactful manner
* **Support Skills:** Advanced skills in providing support towards branch and office staff