

# RAYMOND J. VALLEJOS

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## SYSTEMS SUPPORT & TREASURY MANAGEMENT SPECIALIST

### ***Data Management/Analysis ♦ Financial Analysis ♦ Project Management Stakeholder***

Results-driven professional with extensive experience in data analysis, ad-hoc reporting, technology, operations, TM sales support and the competitive banking industry. A proven history of implementing new technologies, interpreting, auditing and applying federal laws and regulations and treasury strategies that maximize operational efficiency and fiscal health.

- *Top-performing technology and treasury leader with more than 30 years of total experience and a reputation as the “go to” for handling major technical changes to financial systems and operational structures.*
- *Working knowledge of GAAP, the financial auditing process, and best practices to ensure ongoing compliance with all industry and federal regulations.*
- *Excellent analytical skills. A proven record of identifying operational weaknesses and implementing innovative process improvements and to reduce overhead and increase profitability. Outstanding leadership and people skills that build strong long-term relationships with major clients, industry stakeholders, and regulatory agencies.*

### **Key Technical Proficiencies**

SQL Databases

Core Systems

Data Warehouse  
Ad-Hoc Reporting

Advanced Excel

Data Mining  
Workforce Mgmt.

## PROFESSIONAL EXPERIENCE

**NEVADA STATE BANK (ZIONS BANCORP) – Las Vegas, Nevada**

**(2009 - 2020)**

### ***Systems Support Officer II***

Built a reputation for excellence in the high-level oversight and administration of core deposit products, account analysis and software operations for one of Nevada's well-established community banking institutions. This involved direct management of SQL databases and web-based applications for monetary and fee input revenues, utilizing data mining software and other tools to facilitate reporting, account analysis and implementing key technologies such as a Business Objects Data Warehouse. Served on initiatives such as Workforce Management (Verint) software implementation and Account Analysis system maintenance while processing UAT for the local bank and affiliates.

### **Major Accomplishments**

- *Recognized for proven success of coaching peers and subordinates to quickly maximize their proficiency while also going above and beyond to help them grow and advance in their career.*
- *Served as key stakeholder on multiple project management teams. Took ownership of system-related project tasks, including researching existing functionalities and processes and recommending changes required to accomplish project objectives. Performed testing, reported testing results, and helped project team identify and mitigate risks.*
- *Audited system specifications to all personal and business service fee schedules and disclosures.*
- *Implemented a new Exception Pricing Portal that facilitated AA volume processing from large clients for all bank LOBs.*
- *Spearheaded a Deposit Rate Exception Portal that streamlined the submission and approval process for account-level rate increases and allowed for thousands of rate exceptions to be completed each business day.*
- *Developed an array of new macros for the core deposit system that improved data extraction quality and facilitated new system changes.*
- *Identified and resolved inefficiencies with multitudes of software and system specifications to service fee schedules and disclosures.*
- *Thorough knowledge of federal laws and regulations. Interpreted and applied the laws and regulations to system specifications, personal and business client accounts to disclosures.*
- *Provided 53 branches, all lines of business, executive and senior management with ad-hoc reporting and system support.*

**COMMUNITY BANK OF NEVADA (CBON) – Las Vegas, Nevada****(1997 - 2009)*****Systems Manager/ Administrator VP*****(2004 - 2009)**

Focused on the oversight of all systems, users, and technologies. Direct management of bank software procurement, installation, configuration, and support while administrating core deposit products, performing all troubleshooting activities, and controlling the creation of operational and training documentation.

**Major Accomplishments**

- *Successfully led the merger of four banks with thousands of accounts into the CBON system.*
- *Pioneered improvements to system manuals that facilitated the learning process for new employees.*
- *Supported the closure and absorption of Community Bank of Nevada by delivering detailed client balance reporting to meet FDIC insurance requirements and ensuring a smooth transition of all system data into NSB's system.*

***Operations Manager AVP*****(1999 - 2004)**

Established a record of excellence in the leadership of a diverse operational team tasked with ensuring a smooth and timely execution of daily bank activities. This included direct management of all tellers, maintaining customer service areas to a superior standard level, and working closely with each employee to ensure maximum proficiency in the creation of new accounts, handling of banking activities, and collaboration with other personnel.

**Major Accomplishments**

- Hired and trained several staff members with no banking experience. They are currently leading successful positions in banking, audit and other industry careers.
- Introduced process improvements that reduced inefficiencies with teller operations and enhanced customer service.
- Implemented new technologies that improved team efficiency and productivity.
- Created, updated and maintained all policies and procedures.

***Loan Assistant & Customer Service Representative*****(1997 - 1999)**

Built a wealth of expertise in teller operations, account and financial management, and customer service in several multi-faceted roles for the bank. Supported Commercial Loan Officers with the loan preparation and presentation process, creating and organizing essential documentation, and opening new customer accounts. Played a key role in assisting the SBA department in organizing and submitting loans for guaranty.

**Major Accomplishments**

- Commended on multiple occasions for superb customer service skills and strong attention to detail.
- Led a collaborative effort with other associates to identify and improve weaknesses in daily operations.

**EARLIER PROFESSIONAL HISTORY****BANK OF AMERICA – Branch Manager****(1989 – 1996)**

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**EDUCATION**

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***Bachelor of Business Administration****Majoring in Finance with a Minor in Economics***NEW MEXICO STATE UNIVERSITY****Las Cruces, New Mexico (1991)**