

# Junior Solano

5216 Clinton Ave El Cerrito, Ca, 94530 (510)-367-3762 Juniorsolano2011@yahoo.com

Extensive customer service and management experience, possesses strong administrative and issue resolution skills. Noted for ability to work with various personality types. Seeking to obtain an entry level position with a thriving company.

## Professional Experience

### WELLS FARGO, SAN PABLO, CA

*Personal Banker, September 2019 – Present*

- Provide personal financial counseling, assist with lending services, and build relationships with existing customers to sustain high satisfaction ratings and retention.
- Proactively initiate, develop, and manage long-term, profitable relationships.
- Deliver superior quality service in person or by phone such that client needs are met on a consistent, positive basis.
- Review and approve overdrafts and checks for cashing, and answer questions on accounts, loans, and statements.
- Profile prospects and clients to identify additional financial needs and refer to appropriate financial partners.
- Assist customers during loan and account application process, and close consumer loans in accordance with internal and federal policies and procedures
- Support team sales process by acting upon or referring identified client needs to other lines of business, including but not limited to, retail loan, mortgage, investments, private banking, insurance, small business, merchant services, and other areas.
- Proactively and reactively contact clients and prospects daily by phone or in person to identify additional client financial needs and strengthen client relationships.

### T-MOBILE, EL CERRITO, CA

*Assistant Store Manager, May 2017 – August 2019*

- Maintain store staff job results by coaching, counseling and disciplining employees; planning, monitoring and appraising job results.
- Managed all aspects of store operations including P&L, expenses, inventory receiving, productivity, logistics, replenishment, inventory counts, omni-channel fulfillment, maintenance, and environmental compliance and safety.
- Maintain operations by initiating, coordinating and enforcing program, operational and personnel policies and procedures.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Resolve customer complaints regarding sales and service.

- Provide training to improve the knowledge base of the staff and utilize cross-training methods to maintain productivity when employees are absent.
- Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
- Interviewed candidates by phone, and in-person to evaluate applicant's work history, education, job skills, qualifications against open requirements.

## Education

CONTRA COSTA COLLEGE, SAN PABLO, CA  
*Associate's Degree - Computer Science*

## Additional Skills

- Finance and Banking
- Fraud Prevention and Risk Management
- Relationship Building
- Account Management
- Excellent Customer Service Skills
- Strong Work Ethic