

Dylan Casanova

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Portfolio: <https://dylan-casanova.github.io/portfolioRemastered/>

Summary

A profoundly motivated, energetic and driven attitude, with a varied professional background. I find joy in helping and supporting others .

SKILLS

INTERPERSONAL SKILLS	TECHNICAL SKILLS	PROFESSIONAL SKILLS
Communicative Creative Friendly Detail Oriented Dependable Open-minded Persistence Bilingual	HTML CSS JavaScript Bootstrap jQuery RESTful APIs MySQL NodeJs NoSQL MongoDB React GitHub	Customer Service Sales Contact Centers Financial Crime Communication Team-player Flexibility Time management

APPLICATIONS BUILT

Travel-Mentor

Co-developer | [Deployed application](#) | [Github repo](#)

- A website that searches for travel tips in the form of videos, books and guides
- Built with JavaScript, HTML and CSS

Employee-Tracker

Developer | [Github repo](#) | [Video demo](#) |

- Command line application for employee tracking
- Built with MySQL and JavaScript

ECommerce-Back End

Developer | [Github repo](#) | [Video demo](#)

- An application that allows a client/user to update, view and add information/data to a database.
- Built with Insomnia and MySQL and JavaScript

EMPLOYMENT HISTORY

Financial Crime Specialist

September 2019 – February 2021

Wells Fargo, San Antonio, TX

Job Duties/accomplishments

- Effectively investigate transactions flagged as fraudulent by utilizing available resources and reaching out to managers or colleagues when needed.
- Successfully managed 40-50 inbound customer calls per day, consistently ranking among the top three out of 20+ agents on my team.
- Diligently researched customer's banking activity to make a final decision whether claim should be paid or denied.

Teller Part time

February 2018 – September 2019

Wells Fargo, San Antonio, TX

Job Duties/accomplishments

- Successfully managed cash drawer containing between \$10,000 - \$50,000 at any given time by providing undivided attention to customer's request.
- Purposefully provide excellent customer service by engaging in meaningful dialogue to identify potential banking needs.
- Effectively helped resolve customer banking concerns and vigorously followed policy and procedures put in place to minimize errors and reduce fraud.
- Collaborated with team members who take pride in performing well and enjoy helping others to create a healthy, safe and enjoyable work environment

Personal Banker

August 2017 – February 2018

Wells Fargo, San Antonio, TX

Job Duties/accomplishments

- Enthusiastically built relationships with customers by getting to know the customer's financial situation and goals.
- Effectively asked meaningful questions to understand what is important to the customer and be able to recommend or suggest products/services that will benefit the customer.
- Helped between 15-20 customers in a diligent manner to ensure they have the financial knowledge necessary to manage their monetary assets effectively on a daily basis.

Lead Teller

February 2017 – July 2017

Wells Fargo, San Antonio, TX

Job Duties/accomplishments

- Energetically led team of 5 or more tellers, managing schedules, performance reviews and daily tasks.
- Effectively helped other team members to deal with difficult customers by analyzing the problem and suggesting potential solutions
- Actively assisted with workflow to ensure tellers are successful and customers satisfied. By being flexible with schedule and helping other teller's lines when my line was empty.
- Consistently balance teller's cash, counting between \$10,000 - \$50,000.
- Meticulously balance main bank vaults, cash counting between \$100,000 – \$500,000 on a daily basis.

Teller

August 2015 – January 2017

Wells Fargo, San Antonio, TX

EDUCATION

The University of Texas at Austin

2021

Certificate in Full Stack Web Development

Texas A&M University-San Antonio

2018 – Present

Bachelor's degree of Science in Psychology