

Dylan Casanova

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LinkedIn: <https://bit.ly/3zF2Boo> | Github: <https://bit.ly/3iTqkKA>

Portfolio: <https://bit.ly/37352EQ>

Summary

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

Skills

Technical Skills: HTML, CSS, JavaScript, Bootstrap, jQuery, RESTful APIs, MySQL, NodeJs, NoSQL, MongoDB, React, GitHub.

Interpersonal Skills: Creative, Friendly, Detail Oriented, Dependable, Open-minded, Persistence Bilingual.

Professional Skills: Customer service, Sales, Contact Centers, Financial Crime, Communication, Teamplayer, Flexibility, Time management.

APPLICATIONS BUILT:

Travel-Mentor

Co-developer | Live app: <https://bit.ly/3f1bqAT> | Github Repo: <https://bit.ly/36YtdEy>

- 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: <https://bit.ly/3f1sS8i> | Video demo: <https://bit.ly/2VdQCcyY> |

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

ECommerce-Back End

Developer | Github Repo: <https://bit.ly/371JJUd> | Video demo: <https://bit.ly/36ZNh9s>

- 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

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.

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