

---

# EMMANUEL GARCIA

---



GARCIA.EMMANUEL.EG@GMAIL.COM



801-674-5616

---

## SKILLS

Appian

PEGA

AUI

Postman

Confluence

JIRA

QA and UAT testing

---

## EDUCATION

SLCC – Salt Lake City  
Associates of Science – Business Admin –  
December 2021

---

---

## EXPERIENCE

---

### DEPOSIT OPERATIONS SPECIALIST IV – SILCON VALLEY BANK

October 2019 – Present

- Service accounts from clients in the following sectors: Hardware and Frontier tech, Software & Internet, Life Science & Healthcare, Energy & Resource Innovation Private Equity & Venture Capital and Premium Wine.
- Process approx. 500 client requests per month, ranging from address changes, Name Changes, ZBA relationships, ACH & online services, loan services and wires
- Manage daily operations and contribute towards successful Service Level Agreements
- UAT testing for new process flows via Appian

### SPECIAL PROJECT ADVOCACY - GOLDMAN SACHS

September 2018 – Present

- Assist pilot customers with account maintenance via Chat and In-bound calls for new business initiatives
- Filing and re-testing system bugs. Created smoke-test cases in JIRA
- Execute multi-environmental interface testing across a multitude of systems in developmental and final stages of production

### ONBOARDING FRAUD SPECIALIST - GOLDMAN SACHS

February 2018 – September 2018

- Mitigated fraud risk during onboarding loan process
- Reviewed customer documents to determine authenticity
- Operated various systems to identify/mitigate fraudulent applications
- Assisted with booked fraudulent loan investigations

### CREDIT SPECIALIST - GOLDMAN SACHS

June 2017 – February 2018

- Personal loan origination – verification of employment, verification of income
- Performed outbound calls to assist customers finish loan process

### LOAN OFFICER - MOUNTAIN AMERICA CU

August 2016 – May 2017

- Initiated and processed consumer loan applications
- Analyzed credit reports for fraud alerts from borrowers
- Reviewed income documents, government issued IDs and business documents during new account opening

### RELATIONSHIP BANKER - JPMORGAN CHASE

April 2015 – July 2016

- Managed assigned Book of Business. Strengthened relationships with high net worth clients
- Opened new accounts and captured sales of products determined on customer needs

### **LOAN SPECIALIST - ZIONS BANK**

December 2013 – April 2015

- Worked closely with borrowers of commercial real estate loans
- Managed and processed online mortgage payments
- Responsible for contacting borrowers regarding NSF returns and account closures
- Created detailed payment history, amortization schedules, pay-off quotes, and loan documents for: creditors, borrowers, title companies, and internal management