

JAVIER FERNANDEZ FLOTA
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OBJECTIVE

Seeking a full-time position at Wells Fargo to strengthen and maintain the bank's business objectives. Exerting my skills and knowledge in the bank's policies and procedures, utilization of excellent communication skills, people strategies, and administration of accurate and detail-oriented transactions will help obtain business goals.

SUMMARY OF QUALIFICATIONS

- Excellent verbal, written, communication, and extensive customer service skills.
- Highly competent in adapting, learning, and working in new environments and people.
- Proficient critical thinking, problem-solving skills, and detail accurate transactions.
- Experience in working in competitive, high-pressure settings and time sensitive tasks.
- Able to manage tasks in compliance with company policies and regulations.

EDUCATION

The University of Texas at San Antonio Bachelor of Arts May 2019
Major: Business Administration, Communication and Philosophy

Northwest Vista College, San Antonio TX
Associate of Arts
Major: Business Administration December 2016

WORK EXPERIENCE

Wells Fargo Bank – February 2020 - Present
Inbound Sls Spc (LO)(Virtual)/Customer Success Specialist

- Communicated clear and concise information about bank products and services via chat.
- Adapted and maintained flexibility to business needs to support another line of business.
- Informed and educated teammates as the quality assurance committee representative on topics pertaining to quality assurance scores for two lines of business.
- Reported quality assurance trends during team meetings and shared best practices.

Wells Fargo Bank – Phone Banker II January 2018 – February 2020

- Assist customers using ample knowledge of bank products in English and Spanish.
- Effectively navigate through different computer systems and applications.
- Resolving and identifying complex issues while addressing sensitive customer issues.
- Quickly and courteously answer customer questions on banks products and services.

Sally Beauty Supply LLC - Sales Associate May 2015 – December 2017

- Generated positive sales results by focusing on customer service.
- Responsible for efficiently handlining cash transactions.
- Prepared weekly and daily paperwork with efficiency.