

# Geovanni Hernandez

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## Summary

Banking professional with experience in loan servicing, customer service, and process improvement. Seeking to leverage growing data analysis skills and technical expertise to solve complex problems in the data science and web development fields.

## Technical Skills

Programming: JavaScript, SQL, NoSQL ORMs, HTML, CSS

Software: MS Office Suite, Google Docs

Other: Proficient in Japanese

## Experience

OCT 2018 - MAR 2023

**First Republic Bank, San Francisco, CA** – *Commercial Loan Servicing – Eagle Lending Specialist, Senior Specialist, Supervisor*

- Managed the workflow of all loan onboarding and modification requests for Eagle Lending.
- Implemented process improvement projects to reduce quality review findings and streamline loan maintenance processes.
- Increased Eagle Servicing team headcount from 3 to 8 team members.

JAN 2016 - OCT 2018

**Bank of the West – Essex Division, San Ramon, CA** – *PFD Loan Boarding Processor II*

- Funded Marine and RV direct consumer loans by collaborating with sales and credit teams.
- Researched and responded to customer inquiries via phone, email, and fax.
- Ensured loan documents were drawn accurately and complied with bank policy and federal regulations.

JAN 2012 - JAN 2016

**Bank of the West, San Ramon, CA** – *DLS Consumer Loan Specialist I, DLS Consumer Loan Specialist II*

- Provided a high level of customer service to internal and external customers.
- Processed RV, Auto, and Specialty Van loan files while maintaining a strong balance of quality control and attention to deadlines.
- Regularly collaborated with team members to expedite the funding of priority loan files.

## Education

Expected Graduation: MAY 2025

**Arizona State University, Tempe, AZ** – *Bachelor of Science in Data Science*

Building critical data analysis skills with a focus on business analytics.

OCT 2023

**UC Berkeley Extension/EdX** – *Certificate of Completion, Full-Stack Web Development Bootcamp*

Gained comprehensive knowledge in web development processes and technologies.

MAY 2015

**Diablo Valley College, Pleasant Hill, CA** – *Associate in Arts, Japanese*

Broadened personal skill set through the study of the Japanese language.

## References

Available upon request.