

# JONASOTO

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🏠 18855 NW 78th PL  
Miami, FL 33015

Self-motivated individual with over 6 years of experience in customer service - predominantly in the financial sector. Strong oral and written communication skills with an excellent ability to assist a diverse customer base while rendering sound business decision. Strong leadership, analytical, and problem-solving skills with exceptional attention to detail and an innate ability to learn new skills and processes quickly and proficiently.

## PROFESSIONAL EXPERIENCE

### Personal Banker

Dec. 2015 – Present

### Customer Service and Sales Representative

Mar. 2015 – Dec. 2015

*Wells Fargo Bank – Miami, FL*

- Processing financial applications accurately while adhering to established company policies and procedures
- Establishing, retaining, and deepening relationships with banking center customers
- Collecting and analyzing customer documentation to ensure accurate validation of individuals while securing personal information
- Navigating multiple computer systems and applications to prepare documents and complete customer accounts
- Prioritizing information to ensure proper handling of time-sensitive applications

### Computer/TV Product Specialist

May 2013 – Jun. 2014

*Brandsmart USA – Miami, FL*

- Provided professional customer service
- Provided detailed, informative product knowledge to guests
- Cross-sell products, accessories, and credit cards
- Maintained inventory of all products

### Social Media Intern

Jan. 2013 – Apr. 2013

*Marketeq Media and Design – Miami, FL*

- Content marketing
- Blogged posts on relevant social media issues
- Reached out to social network community
- Updated social media sites with relevant, timely industry news, blogs, articles, fun facts, quotes, videos and pictures

## EDUCATION

B.A. Communication Arts/Advertising;  
Minor in Marketing Applications

*University of West Florida – Pensacola, FL*

Dec. 2012

## SKILLS

Bilingual; English/Spanish  
Windows/macOS  
Microsoft Office  
HTML/CSS  
GitHub

## INTERESTS

Computer Programming  
Photography  
Sports  
Reading  
Skill Aquisition