

Mauricio Flores

Phoenix, AZ

tejada0flores@gmail.com

+1 602 579 0915

Highly motivated with extensive experience in Leadership and sales. With a track record of driving increased sales and improving customer relationships. Over a year of experience in data analysis and cyber security.

Authorized to work in the US for any employer

Skills

- | | |
|----------------------------|------------------------------------|
| • SQL | • Bank Secrecy Act |
| • Analysis skills | • Fair Housing regulations |
| • Tableau | • QuickBooks |
| • R | • Cybersecurity |
| • Python | • Data Warehouse |
| • Javascript | • AWS |
| • Network security | • Relationship management |
| • Firewall management | • Leadership |
| • SIEM | • Upselling |
| • Cybersecurity frameworks | • Customer relationship management |
| • Data analysis skills | • Sales management |
| • Conflict management | |

Work Experience

Data Conversion Analyst - Stenson Tamaddon

-March 2023 to Present

- Use proprietary conversion applications and utilities to convert or manipulate client data
- Assist clients and colleagues, by providing Integration expertise and assistance when requested
- Identify and resolve issues where applicable.
- Analyze data to prepare for integration

Lead Associate Operations - JPMorgan Chase & Co

October 2022 to March 2023

- Support the Branch Manager to ensure customer financial transactions are completed accurately and efficiently, while complying with all policies, procedures, and regulatory banking requirements.

Assistant Service Manager/Senior relationship specialists - Desert Financial Credit Union
July 2017 to March 2022

- Provide escalated operational support to Branch Leadership and the team, including but not limited to opening and closing the branch, transactional overrides, de-escalating member complaints, and maintaining engagement of the team in the absence of a leader.
- Maintain and deepen financial relationships with members by consulting and administering new deposit accounts, consumer loan products, and home loan products by performing a consultative analysis for members, and identifying products and/or services that will strengthen a member's personal financial situation.
- Other roles within the organization:
 - **Teller:** July 2017 to November 2018
 - **Financial Relationship Specialist:** November 2018 to November 2020

Sales Consultant - Midway Nissan
January 2017 to May 2017

- As a sales consultant my job was all about helping customers to choose and find their next vehicle.

Education

- Bachelor's in Business Administration and Marketing - Unicaes
- Professional certificate in Cyber security - Google Certificates
- Professional certification in Data Analytics - Google Certificates

Languages

- English - Fluent
- Spanish - Native