

# Miguel Romero, CFOA, CRPST<sup>TM</sup>

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## Education

State University of New York at Oswego; Oswego, New York  
Bachelor of Science in Accounting  
Bachelor of Arts in Economics

May 2019

## Work Experience

**Registered CXR Level 2**, Robinhood, Orlando, FL September 2021 to Present

- Constantly deliver an outstanding customer experience through email and phone channels
- Driving continuous improvement to delight customers by acting as the voice of the customer in communicating better ways for us to Democratize Finance for All
- Exponentially grow my financial services expertise as I develop deep subject mastery of complex financial concepts like equities trading, margin, and options trading

**Sales Support Representative**, Mutual of America, New York, NY October 2020 to August 2021

- Handled inbound enrollment, asset allocation and rollover calls
- Provided support to the Participant Account Representatives and service department by undertaking group education meetings and client visits on their behalf
- Closed over 40 opportunities year to date (2021), these amount closely to one million in rolled assets

**Financial Representative**, Northwestern Mutual, New York, NY June 2019 to August 2020

- Presented customized financial solutions tailored to the client's situation through a needs-based analysis
- Collaborated with Northwestern's planning team to effectively implement the recommended solutions
- Developed client leads using referrals, cold calling, and leveraging network platforms such as LinkedIn

**Seasonal Tax Analyst**, D.E. Caribe Taxes, Bronx, NY January 2019 to June 2019

- Utilized Drake to generate individual tax returns for the CEO's use when presenting results to clients
- Assisted in delivering and billing tax returns while directing clients on the IRS' payment guidelines
- Provided excellent client experience while conducting routine clerical functions such as reception and answering telephones

## Unpaid Experience

**Materials Sector Leader**, Investment Club, Oswego, NY May 2018 to May 2019

- Oversaw stocks on the Material Sector's investments, initiating proposals to buy/sell when necessary
- Educated new members on how to use the Buffet investment checklist and Bloomberg terminal
- Consulted with a research team in estimating new stocks to add to a portfolio of over \$300,000

**Finance Director**, Zeta Beta Tau, Oswego, NY May 2018 to May 2019

- Received, booked, and banked cash collected from members, readjusting the budget when necessary
- Co-operated with national headquarters and collection agencies in keeping member accounts updated
- Directed a \$16,850 yearly budget while developing projections for the inflow and outflow of income

## Volunteer Experience

**Blood Drive Volunteer**, American Red Cross March 2018 to May 2019

**Fundraising Volunteer**, Children's Miracle Network April 2017 to May 2019

**Community Volunteer**, YMCA of the USA May 2017 to May 2019

**Community Volunteer**, CNY Great Pumpkin Festival October 2017

## Activities/ Organizations

**Chief Financial Officer**, ALPFA, Oswego, NY October 2018 to May 2019

**Member**, Economics Club, Oswego, NY September 2017 to May 2019

**Member**, New York State Society of CPAs August 2017 to May 2019

**Member**, Accounting Society, Oswego, NY August 2015 to May 2019

## Licenses/ Other

- Certified Futures and Options Analyst (CFOA)
- Chartered Retirement Plans Specialist<sup>TM</sup> or CRPS<sup>TM</sup> Professional Designation
- Securities Industry Essentials (SIE), Series 7 & Series 63
- Bloomberg Market Concepts Certification
- Programing Languages: HTML
- Bilingual Communications: English and Spanish Fluency