

---

**EDUCATION**

**California State University Northridge**  
Bachelor of Science, Business Administration

2017-2019

**Los Angeles Valley Community College**  
Associate degree, Economics

2014-2017

---

**PROFESSIONAL EXPERIENCE**

**Sr. Relationship Banker**, MUFG Union Bank, Century City, CA

02/2022-Present

- Built relationships with clients and used knowledge of consumer marketplace, products and finance to fully understand clients' personal plans and introduced suitable products and services.
- Analyze financial standing of loan applicants with in depth review of credit, property and income to determine eligibility of the applicant.
- Answered customer inquiries involving rates, products and loan application status to facilitate quality customer service.
- Tracked and managed new leads and followed up on referral business.
- Educated customers on variety of loan products and available credit options to promote valuable decision-making
- Help clients determine their loan-to-value (LTV) and debt-to-income ratio (DTI) in order to issue an accurate pre-approval or pre-qualification.
- Responsible for following all bank operational and security policies and procedures, including compliance and privacy policies and procedures to maintain customer confidentiality.

**Relationship Manager**, Bank of America, Van Nuys, CA

02/2018-01/2022

- Sales of Banking products such as Credit Cards, accounts, HELOCs, auto loans, business loans, mortgage loans, and other banking products.
- Consumer loan originating and closing involved the detailed analysis of the client's financial status in order to determine the appropriate products.
- Generated new business by cross-selling personalized banking products and services suited for the individual.
- I worked on the Business transaction line where I assisted our business clients with transactions like payments, transfers, deposits, withdrawals, change orders, etc.

**Customer Service Representative**, Bank of America, Van Nuys, CA

03/2017-01/2018

- Sales of Banking products: Credit Cards, accounts, HELOCs, auto loans, business loans, mortgage loans, etc.
- Balanced cash drawers, handling night drop box deposits, regular deposits, withdrawals, transfers, ATM refills and completing reports
- Efficiently processed 25+ customer transactions per hour with extreme attention to detail
- Responsible for millions of dollars in cash delivery to the branch
- Assisted in lobby management initiatives; engaged customers in conversation regarding our products and services, location of personnel, and other related customer service activities

**Sales Associate**, Macy's, Sherman Oaks, CA

03/2015-11/2017

- Customer Service: Greeting guests, and providing them with a positive experience while shopping.
- Provide prompt and knowledgeable service to all customers.
- Stock, organize, and replenish inventory daily.

---

**LEADERSHIP EXPERIENCE**

**Sr. Relationship Banker**, MUFG Union Bank, Century City, CA

02/2022-Present

- Resolved customer concerns or complaints by finding solutions according to their situation
- Ongoing communication with customers while the loans are processing to ensure full satisfaction
- Supervise the employees while the Manager is away
- Ensure all safety and health rules are being followed
- Perform opening and closing procedures at the branch

---

**SKILLS & ACTIVITIES**

**Technical Skills:** Google Workspace, Microsoft Office, Salesforce, WordPress and MacOS

**Languages:**

**Armenian:**



**Russian:**



