

NEJIB OSMAN -Twin Cities, Minnesota

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PROFESSIONAL SUMMARY

Financial & Client Operations Specialist with 5+ years of experience in high-volume financial and customer service environments. Skilled in transaction processing, cash handling, compliance adherence, workflow coordination, and team supervision. Consistently maintains accuracy, operational discipline, and professional client service in fast-paced settings.

PROFESSIONAL EXPERIENCE

Client Operations specialist

Wells Fargo — Bloomington, MN | Feb 2022 – Dec 2025

- Processed 100+ daily financial transactions with strong accuracy and compliance adherence
 - Managed high-volume cash operations while following internal controls and regulatory standards
 - Resolved account discrepancies and client concerns in structured branch environments
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Customer Service Team Lead

Walmart — Faribault, MN | Jun 2019 – Dec 2021

- Supervised a 12–15 member team during peak operations
 - Coordinated staffing and workflow to improve service efficiency
 - Supported conflict resolution and customer satisfaction
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EDUCATION

B.S Computer Science (IP) Metro State University — Saint Paul, MN | 2024 – Present

CORE SKILLS

- Escalation Handling • Transaction Processing
- Cash Handling • Microsoft Office • Team Supervision
- Financial & Client Operations • Regulatory Compliance