**J Taylor Gutierrez**

16303 Chelsea Place Apt 1018 Schertz, Tx 78154  
Phone: (210) 291-8779       E-Mail: jtgutierrez.macpark@gmail.com

**Objective**

My objective is to obtain a position as an employee where my strong work ethic will be appreciated and utilized. I anticipate that my ability to grasp new concepts quickly, adapt in a changing work environment, and my polished customer service skills will help to provide an exceptional experience for the clients, staff, and management.

**Professional Experience**

**Randolph-Brooks Federal Credit**

**Enterprise Fraud Claims Specialist II August 17,2020 – Current**

* Responsible for aiding members with fraud claims.
* Double checking that the members received provisional credits to their accounts.
* Verifying information to ensure that the credit union isn’t being scammed.
* Helping other representatives over the phone to better aid members and their accounts.
* Multitasking calls and computer operation to provide excellent member support.
* Deescalating calls while maintaining the credit union’s policies and procedures.
* Notating frequent fraudulent merchants to aid other representatives and analysts.
* Adhering to federal guidelines and Regulation E.

**J.P. Morgan Chase June 17, 2019 – August 2020**

**Debit Card Fraud Specialist 20855 Stone Oak Parkway #03**

**San Antonio, Tx 78258**

* Responsible for tending to customer’s issues with their debit card
* Managed multiple computer programs to better help customers
* Maintained a quality focus for business and customer satisfaction
* Conducted business in an organized and privacy focused manner
* Answered phones while also operating the computer to better assist the customer
* Deescalating calls while maintaining correct policy, procedures, and quality
* Filing claims for customers to receive provisional credit
* Helping with stop payments for customers
* Maintaining call control while filing and protecting against fraud

**Vision Source November 2010 – June 12, 2019**

**Laboratory Technician 5212 Broadway San Antonio, Tx 78209. And 1939 N.E. Loop 410 Suite 200 San Antonio, TX 78217**

* + Responsible for ensuring a pleasurable customer experience by greeting and assisting guests
  + Developed and mastered skills in operating a windows based operating system environment
  + Manage phone inquiries to ensure timely follow up appointments
  + Manage maintenance of clinical instruments, office supplies, and work stations
  + Perform repairs on eyewear to ensure client satisfaction
  + Organize contacts by name brand to establish an ease of dispensation to patients
  + Conduct preliminary patient examinations
  + Evaluate current and previous medical history to facilitate diagnoses
  + Operate machinery in a safe and productive manner
  + Responsible for making lenses for glasses
  + Answer and make phone calls regarding glasses and contacts
  + Perform monthly recalls for overdue annual examinations for previous patients

**Banana Republic December 2007 - January 2012**

**Cashier 7322 Jones Maltsberger San Antonio, TX 78209**

* + Greeted clientele as they arrived and provided information about promotions
  + Trained other peers to help manage the cash register
  + Facilitated organization of merchandise
  + Initiated training for coworkers to aid in providing consistent customer satisfaction
  + Maintained cash register

**Education**

**Capella University May 2016 – Current**

* Obtaining my Bachelor’s of Science in Psychology
* Learned new communication and therapeutic skills when dealing with patients
* Developed skills necessary to facilitate effective teamwork among mental health professionals

**San Antonio College**

* Associates of Science (Biology/Pre-Nursing) --May 13, 2017
* Associates of Arts (Liberal Arts) --August 10, 2017

**Certifications**

American Board of Opticianry Certified Optician February 2016

* Certified until December 2019

American Optometry Association Certified Para Optometric January 2016

* Certified until November 2019

Google IT Support by Google on Coursera February 10, 2020

**Skills**

* Working knowledge of Microsoft Office to include Word, Outlook, Power Point and Excel
* Maintain and follows strict HIPAA guidelines
* Adapts well to change
* Ability to build rapport in multicultural settings
* Always on time