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| Sofia Olivares | | |
| 2205 SE 114th Place , Portland OR 97216, (971) 207-7969, sophieolivares17@gmail.com | | |
| Experience | | |
| 02/2011 to present | Bank of America | Gresham Oregon |
| Personal Banker   * Top personal banker for three consecutive months in the Pacific Northwest region. * Accurately enter customer information into appropriate databases. * Prepare and organize loan application, account documents and other confidential customer files. * Report to Vice President/Banking Center Manager; work with Bank Managers to establish goals and improve customer service experience. | | |
| 10/2009 to 02/2011 | Bank of America | Clackamas Oregon |
| Senior Teller   * Processing transactions in accordance with policies and procedures. * Provide an excellent customer service experience. * Organizing and filing internal banking paperwork. * Balancing cash drawers at the end of the business day. | | |
| 06/2007 to 11/2009 | Dutch Bros. Coffee | Portland Oregon |
| Barista   * Provided excellent customer service experience. * Provide quality beverages by following all health, safety and sanitation guidelines. * Maintained store operations, merchandising, stocking and storing products. * Followed cash handling procedures and cash register policies. * Contributed to store goals by increasing sales and improving profits. | | |
| Education | | |
| Expected 06/2015 | Warner Pacific College | Portland Oregon |
| Bachelor of Business Finance   * Business Transfer Degree from Mt Hood Community College and Portland State University | | |
| Skills and certifications | | |
| Fluent in written and spoken Spanish  Notary Public for the State of Oregon  Proficient in Microsoft Office applications | | |