

Vanessa Bonilha

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SUMMARY OF QUALIFICATIONS

- Bachelors of Science from University of Colorado at Denver in Finance, August 2015
- X years of experience in Financial Industry
- Completed White Belt certification
- 7 years of work experience in Sales field
- 6 years of work experience in Managing and Leadership
- Ability to collaborate with leaders to execute continuous improvement
- Work well independently as well as part of a team
- Effective in delegating weekly tasks for efficient completion

05/15 – Present **TIAA**

Client Intelligence Unit Analyst I 06/2018 – Present

Denver, Colorado

Fraud Servicing serves as the first line of defense against fraud and anti-money laundering (AML) for the business.

- Performed first level research and triage of reported unusual or known fraud activity.
- Executed data collection, aggregation and organization for referrals to other CIU analysts and/or investigators
- Performed authentication of clients
- Reviewed potential fraudulent activity initiated through alert strategies
- Support special projects and initiatives
- Participates in investigations of alleged violations of the corporation's ethical standards and non-compliance with applicable laws, regulations and corporate policy issues.
- Assists with conducting routine audits of corporate departments to ensure compliance and manages the process of correcting noncompliance and compliance gaps.
- Uses data analysis and software to identify potential cases of fraud such as embezzlement, counterfeiting, cloning, tumbling, piggy-backing, etc.
- Prepares and maintains appropriate reports of fraudulent and illegal activities and transactions for clients' accounts.
- Analyzes existing and potential fraudulent situations to protect the company's financial and operational situation.
- Prepares fraud documentation for prosecution to law enforcement agencies.
- Researches account activity in order to assess levels of risk.

Projects include:

- Composed 16 job aids using technical writing skills for Fraud Response within 4 months.
- Utilized presentation skills to present at team huddles in other departments to explain the newly developed Fraud Servicing team.
- Assisted in the development of the CIU Fraud Servicing Coaching Guide

Financial Services Consultant 09/2015 - 05/2018

Denver, Colorado

Assisting customers in receiving exceptional customer service as well as working on continuous improvement projects for the National Engagement Center.

- Mentored new hire employees to the National Engagement Center.
- Supported customers with completing transactions.
- Emphasized service, sales, customer and retention objectives.
- Provided high quality retirement and financial counseling services.
- Worked on the specialized Enrollment team
- FINRA Series 6 and 63 licensed
- Colorado Life and Health licensed

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Projects include:

- 3 months of mentoring transactional queue consultants to create baseline long term mentoring program.
- Improving team QIR score over 2 months, improvement of 46%.
- Worked with members of TIAA Way on project for mapping call receipt and interaction documentation.
- Built tool for consultants to track productivity to engage representatives to be active in increasing overall productivity.

Internship 05/2015 – 08/2015

Denver, Colorado

Responsibilities involved assisting Data Leads within Institutional Client Services with projects for better improvement of business systems.

- 11 weeks of utilizing continuous improvement skills and VBA skills to improve documents related to plan conversions.

02/08 – 05/15

SPORTS AUTHORITY

Glendale, Colorado

Senior Merchandiser 03/11 – 05/15

Responsible for receiving product, processing new products, merchandising product on sales floor and implementing new company directives.

- Actively and efficiently manage staff of three to five.
- Maintained and set directives exceeding the merchandising standards.

Projects include:

Senior Sales Associate 09/08 – 03/15

Glendale, Colorado

Responsibilities involved managing sales associates, addressing customer's needs, finding solutions for needs and maintaining sales floor to visual standard.

- Supervised a staff of three employees.
- Provided exceptional customer service.
- Incorporated problem solving skills to advise customers for solutions for their needs and improve customer care.

Cash Lead 02/08 – 09/08

Glendale, Colorado

Responsible for greeting customers, completing sales, managing cashiers, opening and closing of business daily and reconciling the business operations for the day.

- Reconciled eight cash registers of 200 dollars daily.
- Made daily banking deposit of on average more than 300 dollars cash.

Junior Achievements

November 08, 2015

Denver Urban Gardens Volunteer

August 11, 2016

Junior Achievements

April 27, 2017

GrowHaus Volunteer

April 26, 2019

*International Association of Financial Crimes Investigators (IAFCI)
member*

November 2018

Member of the Alliance Employee Resource Group

Member of the Diverse Abilities Employee Resource Group