

David Godinez

<https://davidgo24.github.io/PersonalBioWebsite/>

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A determined, energetic, ethical, and respectful banking professional motivated to develop technical skills to support bank product engineering. I started in retail banking as a teller and have gained experience in front and back-end roles within retail banking and corporate social responsibility. I thrive when challenged to solve problems. I enjoy research, gathering feedback, visualizing data, and uncovering opportunities to improve the client experience. I have a strong interest in the intersection of traditional banking services and technology. I one day hope to help engineer credit card products and services that make it easier for beginners to build credit and those looking to re-establish credit.

Work Experience

Cafe Ambassador

Capital One - Glendale, CA

December 2022 to Present

- Delivered memorable client experiences in the Capital One Cafe Community Space
- Provided deposit, credit card, auto loan, and small business products support.
- Asked discovery questions to provide opportunities for our clients to take advantage of while in the space. i.e. Capital One Travel, Creditwise, Pre-Approval tool, and more.
- Exhibited the Capital One Core Competencies at the forefront of duties on and off the floor.
- Developed a team within the cafe to capture, and analyze Customer Net Promoter Scores metrics using Google Sheets, Tableau, and LookerStudio. This provided an opportunity to improve our cafe by visualizing our customer's feedback through a dashboard.
- Worked in an agile environment to make progress on projects with the team
- Worked with the Cafe Coach to request ATM maintenance near the end and beginning of the month due to the increase in ATM transaction volume based on our data findings. This provided a seamless experience for our clients bringing in cash. The monthly ATM NPS has now hit our first 100% score, and 93% twice this year.
- Engaged the community with Capital One Promotional Events
- Partnered with our Verve Food & Beverage Cafe Team to find ways to create a cohesive unit. The goal of this initiative was to work together in delivering immaculate client experiences.

Financial Services Analyst (Temporary Support Role)

City National Bank - Los Angeles, CA

June 2022 to October 2022

- Supported the Foreign Exchange Operations Department and was responsible for repairing outgoing Business and Personal Foreign Currency Wires
- Conducted end-of-day reconciliation and recap of time-sensitive Foreign Currency Reports. Created an automated system to generate reports using Microsoft Access that saved 30 minutes of processing time.
- Assisted CNB Foreign Exchange Traders by processing and confirming FX Rates based on the type of deal i.e. Prime Revenue FX

- Served as an authorizer for Foreign Exchange Traders to assure the deals were inputted into the system accurately
- Served as a point of contact for FX clients. Helped resolve issues, and updated the clients on wires released.

Community Outreach Specialist

MUFG Union Bank - Oakland, CA

August 2021 to May 2022

- Lead the sixth installment launch of the MUFG Union Bank Internship Program. It was the first-ever on-campus college internship program at Laney Community College.
- Lead recruitment, contractor onboarding, training, and development of 10 bank interns. Provided scholarship stipends at the completion of the program and referred for full-time employment with the bank.
- Grew non-profit relationships in the Bay Area and utilized Laney Community College as a financial education hub.
- Continued supporting back-end operations for 3 areas of Corporate Social Responsibility: MUFG UB Foundation, MUFG Union Bank Banking Internship Programs, and MUFG Union Bank Volunteering
- Continued to manage the 5 internal bank webpages I helped establish for the Corporate Social Responsibility teams using Jive's software in combination with HTML/CSS, Adobe Photoshop, and Lightroom.
- Wrote articles recapping bank-wide volunteer events to promote volunteering by bank employees.
- Published volunteer resources for bank employees to increase volunteer hours. Hosted in-person financial wellness workshops on saving, credit, and first-time home-buying workshops.
- Helped community members apply for the bank's first-time homebuyer program.

Environmental Social Governance Data Support Intern

MUFG Financial Group - New York, NY

May 2021 to August 2021

- Extracted sustainable loan data using SQL.
- Used R Studio Statistical Programming to analyze loan data and deliver summaries to the Head of Sustainability at MUFG.
- Created dashboards using PowerBI to present the maturity dates of financings failing to meet zero-emission goals
- Published annual sustainability reports on the bank's carbon neutrality declaration and created the first-ever internal webpage to promote and highlight the bank's sustainability efforts.

Community Outreach Specialist

MUFG Union Bank - Los Angeles, CA

April 2019 to May 2021

- Established relationships with non-profits in various sectors. Deepened relationships with non-profits promoting financial wellness in low-moderate income communities of color to support bank CRA volunteering initiatives.
- Delivered over 100k funds in MUFG Union Bank Foundation Grants to non-profits in California such as Junior Achievement, Hispanic Education Endowment Fund, and others.
- Supported back-end operations for 3 areas of Corporate Social Responsibility: MUFG UB Foundation, MUFG Union Bank College and High School Internship Programs, and MUFG Union Bank Volunteering

- Lead recruitment, contractor onboarding, training, and development of 10 bank interns. Provided scholarship stipends at the completion of the program and referred for full-time employment with the bank.
- Created and updated 5 internal bank webpages for the Corporate Social Responsibility teams using Jive's software in combination with HTML/CSS.
- Wrote articles recapping bank-wide volunteer events to promote volunteering by bank employees
- Published volunteer resources for bank employees to increase volunteer hours. Helped exceed CRA volunteer goals in 2020 and 2021 despite operating virtually during the pandemic.

Parks and Recreation Recreation Leader (Part-Time)

City of El Monte - El Monte, CA

April 2017 to May 2019

- Provided administrative and clerical support to Parks and Recreation Department
- Project managed 12 Mountain View Park events during my tenure. i.e. Mtn. View Park Annual Christmas Toy Drive featuring the Fire Department
- Provided quality customer service by greeting the public, responding to inquiries, and answering the telephone.
- Assisted with various city events, including planning, hosting, or preparing items for events in the City of El Monte.
- Composed reports, data, public notices, transcripts, and documents as assigned by other city departments.
- Maintained a database of key information and departmental records.
- Responsible for processing various bills, statements, fiscal reconciliation, receipts, and permits for the Parks & Recreation Department, including preparing and coding bills, and processing purchase orders.

Bank Teller (Part-Time)

MUFG Union Bank - Montebello, CA

April 2017 to May 2019

- Provided the best client service & established relationships that led to several referrals: mortgage loans, business line-of-credit, business credit cards, home line-of-credits, and wealth management services
- Led the region consistently with partner referrals in credit cards, and lines of credit. Received President's Award in 2018 for referral leader of the year.
- Processed wires safely and securely for business clients and clients closing escrow
- Assisted with ordering cash for the entire office, balancing the cash vault, ATM maintenance, and ensuring our bank audits were successful. The office passed audits with 100% every month during my tenure.

Education

Bachelor of Arts in Legal Studies, Economics Concentration

UC Berkeley - Berkeley, CA

May 2020 to May 2022

Associate's Degree in Business Administration

Rio Hondo Community College - Whittier, CA

May 2016 to May 2020

Languages

- Spanish - Expert