

David Godinez

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

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An 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. Supported with deposit, credit card, auto loans, and small business products.

- Exhibited the Capital One Core Competencies at the forefront of duties on and off the floor.
- Developed a data team amongst ambassadors to capture, and analyze Customer Net Promoter Scores metrics using Google Sheets, Tableau, and LookerStudio. Leveraged technology to present customer feedback through dashboards in order to find ways to improve our client experience.
- Worked with the Cafe Coach to request ATM maintenance at the beginning and end of the month due to the increase in ATM transaction volume based on our data findings. The goal was to provide a seamless experience for our clients using our ATMs. The monthly ATM NPS has now hit our first 100% score, and 93% twice this year.

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 via the OPICS funds transfer software.

- 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. I helped develop a rate audit report technique for the FX Department to use in order to achieve 100% accuracy on rate confirmations.

Community Outreach Specialist

MUFG Union Bank - Oakland, CA

August 2021 to May 2022

Supported front and back-end operations for 3 departments of Corporate Social Responsibility: MUFG UB Foundation, MUFG Union Bank College & High School Internship Programs, and MUFG Union Bank Volunteering.

- 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.
- Owned and edited 5 Corporate Social Responsibility Bank Internal Webpages using Jive's software in combination with HTML/CSS.
- Lead the sixth installment launch of the MUFG Union Bank Internship Program. It was the first-ever on-campus college internship program in the nation.
- 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 established Laney Community College as Union Bank's financial education hub.

Environmental Social Governance Data Support Intern

MUFG Financial Group - New York, NY

May 2021 to August 2021

Created dashboards using Tableau to present the maturity dates of the bank's loans failing to meet zero-emission goals.

- 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.
- Published annual sustainability reports on the bank's carbon neutrality declaration and created the first-ever internal ESG webpage to promote and highlight the bank's sustainability efforts. It would later be expanded into multiple subpages with other related reports.

Community Outreach Specialist

MUFG Union Bank - Los Angeles, CA

April 2019 to May 2021

Supported the front and back-end operations for 3 departments within Corporate Social Responsibility: MUFG UB Foundation, MUFG Union Bank College & High School Internship Programs, and MUFG Union Bank Volunteering.

- 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.
- Consulted with IT to launch 5 Corporate Social Responsibility Bank Internal Webpages. Updated and styled the sites using Jive's software in combination with HTML/CSS.
- Lead recruitment, contractor onboarding, training, and development of 10 bank interns. Created a mentorship program for interns with bank employees in different departments.
- Grew non-profit relationships in Los Angeles and Orange County. Helped connect 40+ bank employees to volunteer with the HEEF Scholarship Endowment Fund in 2019. The organization has had bank employees volunteer annually since.

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.

- 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.
- Lead 12 Mountain View Park Events during my tenure. i.e. Mtn. View Park Annual Christmas Toy Drive featuring the Fire Department.

Bank Teller (Part-Time)

MUFG Union Bank - Montebello, CA

April 2017 to April 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 the President's Award in 2018 for referral leader of the year.

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