



# Dorian Penaloza

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## Objective

- Creating lasting professional relationships in the field of web development while enabling me to showcase my professional experience and educational background.

## Skills

- Creative with Adobe Dreamweaver Creative Cloud.
- Experienced in Front End and Back End web development.
- Professional background of email campaign marketing.
- Knowledgeable of HTML, CSS, Javascript, Ruby and Git.
- Proficient with Microsoft Office Suite.
- Excellent communication skills both verbal and written; Bilingual (English and Spanish) via phone and email.
- Outstanding time management, organizational, and problem solving skills.
- Strong attention to detail and sense of urgency while multitasking in a fast paced environment.

## Education

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| • A.S. in Graphic Design Technology<br>Miami Dade College<br>Miami, FL<br>Class of 2014 | • High School Diploma<br>Coral Gables Senior High School<br>Coral Gables, FL<br>Class of 2009 |
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## Experience



### **Electronic Banking Specialist | Horizon Bank** Oct. 2015 - Present

- Troubleshoot client side issues related to electronic banking through email and telephone.
- Guide customers through the desktop and mobile online banking platforms assuring that all their issues are being solved.
- Provide end-to-end support for fraud and debit card disputes, from assisting with the completion of dispute forms to contacting merchants in an effort to collect funds, along with assuring compliance with dispute process regulations.
- Train commercial clients on all business-banking features offered through the online banking portal, such as setting up alerts, payment processing and exporting data.
- Visit customer locations to install remote deposit capture scanners and provide personalized training of the remote deposit service.
- Assist with the day-to-day activities involving virtual vault management, such as posting deposits to commercial accounts and processing change orders.
- Communicate with various internal and external departments including vendors to resolve online banking related issues.
- Contribute to the overall process enhancement of the electronic services department by providing new ideas and implementing changes to daily tasks and work flows through a collaborative team effort.



### **Internet Banking Specialist | Apollo Bank** Sept. 2014 - August 2015

- Supported customers and bank personnel by assisting with overall use of products consisting of both hardware and software.
- Maintained the bank's email database at the front end level.
- Created and distributed e-mails campaigns to the bank's e-mail users.
- Assisted with basic website and mobile application (iOS, Android) updates, and made recommendations based on user experience.
- Conducted routine daily maintenance of Internet banking and bill payment systems.
- Reviewed various reports, logs and data to track trends, determine usage and profitability.
- Served as a back-up administrator to the bank's social media sites.
- Helped coordinate training presentations and exercises with all bank personnel.
- Provided step by step technical instructions via telephone, e-mail or in person in relation to the online banking site.
- Assumed responsibility for various department functions in the absence of staff members or in overload situations.