

John D. Alarcon

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EDUCATION **Bachelor of Science in Business Administration** Dec 2017
Indian River State College, Fort Pierce, FL
Major in Business Administration

PROFESSIONAL EXPERIENCE **Relationship Banker** Feb 2019 - Current
Bank of America, Orlando, FL

- Help customers with all financial needs and connect them with specialized partners to maximize banking relationships
- Demonstrate exceptional customer service skills and provide alternate solutions
- Demonstrate cash-handling and operational skills and perform a multitude of transactions ethically and efficiently
- Greet customers and route them to available associates, assist with customer service inquiries, and uncover opportunities for relationship growth
- Perform client outreach and manage appointments, follow-up communications, and develop ongoing financial relationships with customers

Collections Agent (Work from Home Taskforce) Aug 2020 - Feb 2021
Bank of America, Tampa, FL (Temporary Reassignment)

- Consumer Credit Assistance: Frontline Unit Collections working with consumer credit accounts that are 5-day, 30-day, and 60-day past due
- Perform outbound calls to customers that shown as past due on one or several consumer credit card accounts
- Resolve delinquencies, scheduling recurring payments, and resolve customer inquiries pertaining to the collections process
- When appropriate, provide customer care including but not limited to fee waivers, payment deferrals, payment programs, communication preferences, personal information updates, and other service-related inquiries
- Perform proper account documentation and follow federally regulated collections practice guidelines

Store Manager Mar 2018 - Oct 2018
AT&T Authorized Retailer/ USA Wireless, Tampa, FL

- Supervised daily workflow, implemented daily goals, provided support to sales representatives and distributed daily tasks
- Created weekly work schedules, supervised all store operations and performed daily bank deposits for store earnings
- Communicated to regional supervisors and district teams about new promotions, sales goals, formulating sales strategy, prize contests, and manager coaching
- Specialized in consumer accounts, small business accounts, prepaid accounts, and home-based service accounts
- Built relationships with clients. Performed follow-ups, and prospected for new business opportunities
- Assisted in employee hiring process: recruiting, interviewing, documentation, and training

**VOLUNTEER
WORK**

Youth Soccer Coach (Co-ed)

Fall 2013 - Spring 2014

Lake Wales Soccer Club, Lake Wales, FL

- Provided guidance and leadership to young children new to the sport of soccer
- Coached youth teams during recreational matches
- Organized practices during the week and warm-ups prior to games
- Maintained a professional demeanor and provided guidance to parents and children with inquiries

Soup Kitchen Volunteer

Fall-Winter 2012

Saint Lucie Catholic Church, Port Saint Lucie, FL

- Provided generous public service and greeted and treated customers with kindness
- Organized tables for customers and served food to customers
- Helped organize and clean the soup kitchen after the event would end

SPECIAL SKILLS

Bilingual, fluent in **English** and **Spanish**

Proficient in platforms and digital applications

Bank of America Digital Ambassador

REFERENCES

Caitlyn O'Connell

Financial Center Manager, Bank of America – Downtown Orlando
Orlando, FL
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Luis Dominguez

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Michael Babot

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