

Jorge Ranilla

LEAD OPERATIONS PROCESSOR

LinkedIn Profile

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 jorgeranilla@gmail.com

 +1 864-625-6743

 1008 Umstead Grove Way
Durham, NC 27712

WORK EXPERIENCE

Work Director

Wells Fargo Bank

(December 2022 – Present) 40 hours work week.

- Prepare highly trained personnel for critical roles and maintain team motivation through collaboration.
- Foster an inclusive environment where all team members feel valued and empowered to contribute unique skills and perspectives.
- Achieve regulatory compliance, maintain production standards, and improve productivity through training and data-driven performance metrics.
- Oversee procurement and inventory control while providing regular employee development opportunities to enhance productivity and strengthen cash management operations.

Operations Processor

Wells Fargo Bank

(August 2021 – December 2022) 40 hours work week.

- Respond to customers' inquiries and concerns about deposits over the phone and resolve discrepancies utilizing branch resources.
- Manage workflow to ensure timely completion of processing tasks and maintain compliance with policies and regulations, including BSA/AML.
- Conduct end-of-day inventory balancing of currency and coin, research and resolve errors in customer deposits, and prepare accurate reports.
- Participate in audits, maintain records, and develop professionally to stay up-to-date with bank processes, technology, and initiatives. Additionally, act as a controller for the vault or assigned secured assets as needed.

SUMMARY

Experienced and results-driven business professional with over 10 years of experience in operations. Skilled in leveraging industry trends to create customer value and drive company profitability. Able to streamline processes for efficiency and productivity, manage safety and operations across multiple business lines, and implement strategic changes with good communication and problem-solving abilities.

RELEVANT SKILLS

- Verbal and Written Communication
- Problem Anticipation and Resolution
- Cost Reduction/Supplier Monitoring
- Employees Training/Development
- Policy Development and Enforcement
- Multitasking and Prioritization
- Process Development, Streamlining, and Benchmarking
- Customer-Oriented
- Advanced understanding of CV Applications, including MS Office, Outlook, eVAS, Service View, CVAC, EPS, Trackpoint, and iCOM.

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WORK EXPERIENCE

Operations Clerk

Wells Fargo Bank

(May 2015 – August 2021) 40 hours work week.

- Processed high-volume deposits for commercial customers in a timely and accurate manner.
 - Operated mechanical equipment to sort and verify large amounts of currency for external distribution.
 - Prepared change orders and cash shipments for commercial customers and local branches.
 - Verified checks and cash deposits for accuracy and identified potential fraudulent items.
- Additionally, assisted other branches outside of scope when needed.

VOLUNTEER EXPERIENCE

Throughout my community involvement, I have volunteered in various fields, including healthcare, church, and tax management.

In healthcare, I collaborated with the team to transport patients, deliver meals, and handle clerical tasks. At the church, I actively participated in the choir and served as a lector during worship services. Additionally, I volunteered in tax management, assisting low-income families with tax preparation and providing guidance on taxable income and deductible expenses.

These experiences have strengthened my skills in teamwork, communication, and attention to detail, further fueling my dedication to making a positive impact in my community.

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EDUCATION

Southern New Hampshire University

Bachelor of Science in Business

Administration

Class of 2026

T.L. Hanna High

2003-2005