

Deana Barajas

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Summary

Experienced customer service/ sales professional looking to use my skills in an meaningful way.

Highlights

Excellent communicator
Highly professional
Strong attention to detail

Time Management
Honest and ethical
Goal oriented

Accomplishments

Among top 80 In-store bankers in 2007 at JPMorgan Chase

Helped the Financial Advisors that I supported to increase percentage of client plans renewals

Professional Experience

Compassionate Entrepreneur

May 2014 - current

Trades of Hope - Naperville, IL

Through the sale of Artisan goods, helped women in desperate situations by selling their Fair Trade products at home parties, online parties, catalog parties, vendor events, & via facebook marketing.

Personal Banker/ Senior Personal Banker

October 2009 - May 2010 & June 2006 - March 2008

JPMorgan Chase - Downers Grove, IL

Oversaw branch compliance control, coached personal banker on sales interactions, set daily branch goals before morning huddle based on campaign objectives, assessed customer needs when visiting the branch, made financial service recommendations to meet their needs, followed up with customers to ensure satisfaction & to answer any questions that may have arisen. When necessary, prepped loan closing documents, conducted loan closings, checked heloc & car loan documents for accuracy before forwarding to home office.

Client Service Coordinator/ Office Coordinator

March 2008 - October 2009

Ameriprise Financial Services - Downers Grove, IL

Supported 3 brokers & 1 district manager with maintaining calendars, filing, meeting preparation, event planning, client correspondence, reviewed paperwork for completion before forwarding to home office, & greeted clients upon entering branch. As Office Coordinator, I answered & transferred calls on a multi-phone line system, opened & documented incoming mail & checks, dispersed mail to advisors & kept inventory of office supplies.

Education

Bachelor of Arts: Spanish Translation & Business, 2006

Northern Illinois University - Dekalb, IL

Graduated Cum Laude and was awarded the Dean's Award from the Foreign Language Department in the College of Liberal Arts & Sciences.