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erika Rios

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| Profile |  | Bilingual, Self-starter, Quick learner. Skills are set with a great amount of experience in customer service, sales and written and oral communication. Recognized skills in mentoring employees and in leading team projects. Community Oriented |
| EDUCATION |  | Aurora University  Bachelors of Arts May 2015 |
| Experience |  | BCFS (Baptist Children and Family Services) June 2016- Present **Bilingual Case Manager**  Provide in-home case management services nationwide for children from Central and South America.  Provide services to assist families with identifying community resources to meet the minor’s needs.  Travel for home visits within the community and state or nationwide  Advocating on behalf of immigrant and refugee children  One on One sessions with the minor and sponsor  Follow up phone calls to clients American Express 2016- Present **Chargeback Analyst**  Monitor, evaluate, investigate, and respond to disputes received by various clients from various industries  Efficiently research and present evidence to validate transactions, Maintain strict adherence to domestic and international chargeback rules and regulations  Provide a high standard of professional/caring/friendly service while maintaining or exceeding the established standards for chargeback productivity and quality  Perform link analysis on missed hostile fraudulent transactions as required  Resolves complex issues with little or no supervision or direction  Work with peers and leaderships by communication chargeback anomalies or fraud trends Mutual Ground 2014- 2015 **Domestic Violence Women’s Advocate**  Assist survivors of domestic violence and sexual assault during shelter and/or counseling intake, individual and group counseling sessions, assessing client’s needs and creating and implementing treatment plans while using evidence based practices.  Working with client’s to set long and short-term goals while providing the appropriate referrals and resources needed to achieve such goals.  Ensure the client’s safety and health is protected. Responding to hospital, court, or police calls. Diffusing altercations by peer mediating while maintaining the overall shelter needs.  Screen applicants, researching, reviewing and writing grants, and executing efforts to improve and maintain the transitional housing program.  Develop an individualized service plan with each client that identifies priorities, desired outcomes, and the strategies and resources to be used in attaining those outcomes  Manage House Meetings as well as Support Groups for Spanish Speaking clients  Provide Referrals For Housing Opportunities  Work collaboratively with all members of the team to coordinate and enhance services Old Second nATIONAL BANK 2001-2013  Hired as Teller 2001  Customer Service Representative 2004  Personal Banker 2007  Assistant Teller Supervisor 2010  Supervised and assessed employee sales and customer service performance  Conducted weekly employee meetings and presentations to ensure quality employee performances  Managed staff and meet weekly goals  Trained new employees in sales and service  Conducted customer service, cash handling and identifying sales opportunities  Opened and Closed Checking and Savings Account  Cross sold banking products  Top Performer 2008-2009  Consulted with clients on balancing checkbooks  Performed research related to customers’ accounts  Received and processed customer requests for check orders  Operated safe deposit boxes open and closed safe deposit box |
| Leadership |  | **LIFT Aurora Culture Stock 2012-2013** Former financial board member for a non-for profit organization called  **Director: Communications & Outreach for non-for profit organization called The Light Of the Heart (TLOTH) 2015-Present**  Working with ED, develop a communications and outreach plan to connect with the community. Building relationships with stakeholders and donors. Responsible for promoting TLOTH in the community and coming up with creative ways to gain community support. |
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