

MARIA BELEN FINDLEY

mbfindley0659@eagle.fgcu.edu | 424-413-1433 | [Linkedin.com/in/mariabelenfindley](https://www.linkedin.com/in/mariabelenfindley)

EDUCATION

Florida Gulf Coast University
Bachelors of Science Finance

Fort Myers/FL
Jan 2023 - Dec 2024

Florida SouthWestern State College
Associate of Arts

Fort Myers/FL
May 2019 - Dec 2022

EXPERIENCE

Wells Fargo | Wealth and Investment Management Intern Minneapolis/MN | Jun 2023 - Aug 2023

- Assisted senior financial advisors, portfolio managers, and private bankers with client-related tasks.
- Participated in face-to-face high-net-worth client meetings alongside senior private wealth teams, and attended team and executive meetings. Attended pre-meeting and post-meeting calls.
- Generated and transformed financial planning portfolios for high-net-worth clients using both Basic and Advanced E-money Software.
- Analyzed and organized clients' financial data within projects assigned by senior professionals.
- Contributed to the integration of new portfolio management tools, including IPS Conversions and Shadow Trading.
- Supported the online banking fraud prevention project, currently in testing and client use, by assisting with its setup steps.

McCann | Translation Specialist Contractor

Remote | Jan 2016 - Present

- Employed my talent for languages and my international background to review hiring paperwork, hiring interviews, worldwide commercials scripts, and brand launches.
- Worked with multinational companies as customers, such as Nike, Nestle, D'Onofrio, Coke, Starbucks, Corona, and Adidas, with projects that require a pristine translation.
- My role involves accurately translating and localizing content, ensuring quality and cultural sensitivity. I collaborate with the creative team, provide cultural insights, manage terminology, and meet tight deadlines. Accomplishments include delivering high-quality translations, contributing to successful campaigns, and expanding the agency's international reach.

The Club at Grandezza | Customer Service Representative Fort Myers/FL | Dec 2019 - May 2023

- Improved the quality and service standards at Starbucks (we proudly serve), resulting in a sales increase (2x) and customer satisfaction.
- Led the team brunch, increasing internal customer satisfaction within the organization.
- Took the initiative to resolve inefficiencies in customer service processes, resulting in time and cost savings in the club's operations.

PROJECTS

Process Mining Case

- Applied process mining techniques to analyze and optimize the hiring process for large companies, identifying constraints, inefficiencies, and areas for improvement.
- Conducted analytical approaches, such as time analysis and candidate drop-off analysis, to assess the efficiency and attrition rates in the hiring process.
- Explored the application of process mining in accounting scenarios, including accounts payable, revenue recognition, and audit trail analysis, to identify bottlenecks, improve efficiency, and enhance compliance and financial reporting accuracy.

SAP Enterprise Resource Planning System

- Implemented SAP and other ERP systems to integrate and analyze data from multiple departments, improving decision-making, reducing costs, and enhancing operations.
- Realized benefits such as streamlined inventory tracking, accelerated financial reporting, and automated customer order processing, leading to increased efficiency and competitiveness.
- Transformed company operations by leveraging SAP's centralized system, resulting in improved decision-making, cost savings, and enhanced efficiency for a competitive edge.

BADGES

- AI Foundations - **IBM**
- Personal Insurance - **Florida SouthWestern State College**
- Sales Fundamentals - Sell More Mindset
- Microsoft Office Specialist - Microsoft
- Fundamentals of Written Communication - **Florida Gulf Coast University**

HONORS & AWARDS

Omicron Delta Kappa National Leadership Honor Society of the Lutgert College of Business - Mar 2023

President's List of the Florida SouthWestern State College - Feb 2023

Presidential Scholarship of the Florida SouthWestern State College - May 2022

Spire National Honor Society of the Florida SouthWestern State College - Apr 2022

Dean's List of the Issued by Florida SouthWestern State College - Feb 2021- Jul 2022