

Maria Belen Findley

Financial Analysis and Management-Finance Student
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

GPA: 3.6

Jan 2023 - Present

Fort Myers/FL

FLORIDA SOUTHWESTERN STATE COLLEGE

ASSOCIATE OF ARTS

GPA: 3.6

May 2019 - Dec 2022

Fort Myers/FL

EXPERIENCE

WELLS FARGO | WIM INCOMING INTERN

Minneapolis/MN | Jun 2023 – Present

MCCANN | TRANSLATION SPECIALIST

Remote | Jan 2016 – Present

- Reviewed hiring paperwork, hiring interviews, worldwide commercials scripts, and brand launches by my employed talent for languages and my international background.
- Worked with multinational companies as customers, such as Nike, Nestle, D'Onofrio, Coke, Starbucks, Corona, and Adidas, with projects that required a pristine translation.
- Accurately translating and localizing content, ensuring quality and cultural sensitivity by collaborating with the creative team, providing cultural insights, managing terminology, and meeting 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 / OPEN-SOURCE

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

- 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.

SMALL BUSINESS

- Created a formal business plan, seek expert advice, and engage with business incubation organizations to increase small business success.
- Focused on core competencies and prioritize customer satisfaction over being proficient in all areas of the business.
- Developed strategies such as differentiation, hiring specialized staff, and seeking guidance from experienced entrepreneurs to overcome challenges and improve chances of success.

CERTIFICATIONS

- AI Foundations - **IBM / MAR 2023**
- Personal Insurance - **FLORIDA SOUTHWESTERN STATE COLLEGE / MAR 2023**
- Sales Fundamentals - Sell More Mindset-The Sales Gym / Present.
- Microsoft Office Specialist - Microsoft.

HONORS & AWARDS

- Omicron Delta Kappa National Leadership Honor Society of the Lutgert College of Business - Spring 2023 - FGCU
- President's List of the Florida SouthWestern State College - Feb 2023
- Dean's List of the Florida SouthWestern State College - Jul 2022
- 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