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EDUCATION

University of Central Florida

Bachelor of Science in Business Administration

Major: Marketing

St. John's River State College

Associate of Arts degree

Orlando, Florida

Expected May 2021

Orange Park, Florida

May 2018

PROFESSIONAL EXPERIENCE

Professional Selling Program

Member

Orlando, Florida

August 2020-Present

- Selected as one of 32 students from a competitive pool of over 67,000 possible applicants to join UCF's Professional Selling Program

VyStar Credit Union

Teller

Fleming Island, Florida

June 2015- June 2018

- Processed an average of \$10,000-60,000 of monetary capital in a range of 2,000-4,000 financial transactions per month at the Eagle Harbor branch
- Promptly and accurately dealt with cash, checks, transfers, credit card payments, loans, and gift cards
- Awarded employee of the month through consistent positive customer interactions with vast range of members, handling their diverse needs

Member Service Representative

- Opened and closed accounts including kids' club, VyTeen, and regular saving and checking accounts
- Expanded customer service experience by offering guidance to members, printed out debit cards, and answered phones

Student Manager Intern

- Managed high school branch including training and supervision of 6 team members
- Averaged \$300 in monthly transactions
- Promoted and communicated benefits of credit union membership to outside groups twice a week
- Made weekly schedules and handled the Vault, as well as VyStar's SMP (self-monitoring program), and audits
- Balanced the vault and made specialized cash boxes of \$7,000- \$10,000 with adequate bills
- Provided fast problem-solving skills and solutions to any conflict that would arise
- Marketed credit union offerings to peers at school events and socials to attract more members

LEADERSHIP EXPERIENCE

Peruvian Student Association

Vice President

Orlando, Florida

September 2018-June 2019

- Assisted President in duties and assumed President's responsibilities in absence
- Maintained and updated current excel spreadsheets of the association's financial status including income, expenses, and annual budget
- Brought in professionals of different fields to inspire and network with members
- Promoted annual Gala through various media platforms in effort to increase fundraising
- Connected with organizations throughout Florida to intertwine and expand growth

Future Business Leaders of America

Vice President, Reporter

Fleming Island, Florida

August 2015-June 2018

- Lead meetings in an efficient and prompt manner
- Organized and marketed club events to members and the outside community
- Booked professionals for events to educate members about financial literacy

Volunteering

St. Vincent's Hospital, ER

Orange Park, Florida

April- June 2018

- Assisted nurses with patients' needs, while creating a friendly hospital environment

SKILLS

- Languages: fluent in Spanish and English
- Experienced in Canva