

# Mike Urbano

Computer Science Student

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1224 Old Oak Dr., Cedar Hill, TX



## EDUCATION

B.S in Software Engineering  
University of Texas Arlington  
701 W Nedderman Dr.  
Arlington, TX 76019  
Expected Graduation: Fall 2019

## COMPUTER SKILLS

C, C++, Java, PHP, Python  
HTML  
Linux  
GitHub  
My SQL/Database  
UML  
Android Studio  
Web Application Development

## SOFT SKILLS

Complaint Handling Resolution  
Effective Communicator  
Self – Motivated  
Flexible  
Multi-tasking  
Team Oriented

## PROFESSIONAL PROFILE

Self-motivated and dedicated professional with over 20 years of experience in the workforce. Multiple years of experience working on a team to achieve common goals. Over 5 total years of management experience. Excel at interfacing with others at all levels of management to ensure organizational goals are attained. Strong oral /written communication, problem solving and organizational skills.

LinkedIn: <https://www.linkedin.com/in/mike-urbano-2ba71a179/>

Personal Website: <https://mike-urbano.netlify.com/>

## EXPERIENCE

### Citi Cards/Home Depot | Irving, TX

Credit Officer 1

08/2015 – 12/2017

- Use credit policy to underwrite credit loan requests up to \$100K
- Stay current on applicable training materials
- Manage workload to stay within set timeframes
- Present completed files to upper management for decision quality review
- Work with team members to fulfill contractual obligations to client
- Work with customers to obtain any required documentation

### Citi Bank North America | Irving, TX

Credit Underwriter 2 (Credit Delivery)

04/2014 – 08/2015

- Enter loan applications into Loan Path system
- Analyze application package for any errors and/or missing documentation
- Prepare letters to clients requesting additional information

### Citi Cards/Home Depot | Irving, TX

Credit Operations Specialist 3

08/2011 – 04/2014

- Underwrite credit requests between \$25k and \$35K
- Process all requests from Puerto Rico up to \$35K
- Analyze consumer and commercial credit reports to establish credit worthiness
- Make contact with client to verify requests

Operations Assistant

10/2007 – 08/2011

- Conduct team meetings to discuss new policy updates
- Schedule trainings and meetings for all teams
- Reserve space for meetings/trainings
- Assist with training of new hires
- Assist technical writer with producing policy documentation
- Assist with coaching team members