



RAMON ALVARADO

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PROFESSIONAL SUMMARY

Trustworthy Teller skilled in working in customer-focused work environments. Offering strong knowledge of banking products and services. Dependable and punctual with outstanding mathematical aptitude. Seasoned Bank Teller well-versed in customer care and in achieving sales goals while maintaining high levels of customer satisfaction. Consistently accurate in counts and balances. Talented Bank Teller adept at processing customer transactions, counting money and maintaining balanced cash drawer with high level of accuracy. Trained in all aspects of opening and closing procedures. Meticulously organized Bank Teller proficient in time management. Offer professional and courteous customer service with high levels of integrity and accuracy. Experienced in cash handling, balancing drawers, loan processing and inventory management. Motivated banking professional possessing strong commitment to quality customer service coupled with superb communication skills. Builds customer loyalty by resolving problems and quickly processing transactions. Over 4 years of progressive experience in retail banking.

SKILLS

- Functionality Testing
- Performance Analysis
- Maintenance and Repair
- Recordkeeping
- Software Reinstallation
- Complex Problem Solving
- Spreadsheet Tracking
- Microsoft Excel
- Critical Thinking
- Customer Service

WORK HISTORY

ASSOCIATE BANKER

03/2017 to CURRENT

JP Morgan & Chase | Dallas, TX

- Answered telephone inquiries on banking products, including checking, savings, loans and lines of credit.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Identified sales opportunities and referred customers to branch partners in financial services.
- Answered customer inquiries regarding account balances, transaction history, services charges and interest rates.
- Educated customers on use of banking website and mobile apps.
- Gained knowledge of standard equipment, including manufacturer repair guidelines.
- Demonstrated increased knowledge of company products and equipment.

- Documented all changes and actions in computer-based tracking system.

EDUCATION

Certificate in Computer Programming | Software Developer
Southern Methodist University, Dallas, TX

07/2021

CERTIFICATIONS

- Certified Python Programmer, University of Michigan - 5 month completion(Sep 29, 2020)

CHESS

My grandpa taught me how to play chess since I was a kid, Ever since then I participated in small chess tournaments winning a few of them. As of now I play chess casually just for fun.

LANGUAGES

Spanish

Native or Bilingual

English

Full Professional

Italian

Elementary

Russian

Elementary