PAOLO RENZO ROQUE

2309 Estapa Drive, Powder Springs, GA 30127 – 404.518.9110

[renzoroque@gmail.com](mailto:renzoroque@gmail.com)

**EXPERIENCE**

### August 2014 – Present

## Financial Center ASSISTANT manager, bank of america

* Responsible for operational excellence of the financial center
* Perform routine audits to identify areas of risk
* Adhere to all regulatory and compliance guidelines, some including the Patriot Act, AML, OFAC, Reg D, etc.
* Work together with associates to educate, communicate and support when implementing new policies and procedures
* Track and manage sales performance by tracking through daily reports; If necessary, develop and communicate an action plan to close any gaps between goals and actual results
* Work together with internal partners from other areas of business to ensure highest quality of service is given to clients.
* Maintain and deepen customer relationships by providing support and offer any new solutions to clients
* Assist with any customer escalations to ensure that any issue is resolved at the highest level of customer service
* Identify fraudulent activity that involves fraud, money laundering, terrorist financing, and/or elder abuse and take action as needed
* Review Suspicious Activity Reports and Currency Transactions Reports for accuracy and completion before sending over to internal team.

**EDUCATION**

### December 2010

## Finance, Kennesaw State University

* Minor in International Business
* Completed a semester in Shanghai International University (International Business)

**SKILLS**

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| * Proficient in Microsoft Office (Word, Excel, Powerpoint, Sharepoint) * Bilingual (Spanish, English) * Leadership skills * Effective communicator in both written and verbal | * Critical thinking * Detail oriented * Able to multitask and work under pressure and timelines * Very organized |

**REFERENCES *Excellent References Available Upon Establishment of Mutual Interest***