**WORK EXPERICENCE**

**Client Service Specialist Support- Columbia State Bank**  ***2015 - Present***

* Became the most requested support specialist among 40 support specialists due to superior ability to adapt, problem solving skills, and professional customer service.
* Earned a cash balancing score of 97% and prevented over $13,000 in losses by identifying fraudulent checks.
* Provided support to over 40 branches in Oregon and Washington with positive reviews from clients, staff, and management.
* Facilitated the process during employee transitions, branch consolidations, audits, and system changes to over 10 branches.
* Coached and provided continuous support to 10 Client Service Specialists.

**Administrative Assistant, Salem, OR - Salem/Keizer Coalition for Equality** ***2010-2014***

* Assumed the role of Interim Co-Executive Director as the previous director stepped down.
* Collaborated in the development of a new website.
* Reduced time of published material from a few weeks to a few hours all while reducing the maintenance cost by more than 50%.
* Established a new database system designed for better tracking and reporting.
* Implemented an electronic filing system design to improve the retention and organization of records and reports.

**SKILLS**

* Software: Microsoft Word, Excel, Power Point, Adobe Illustrator
* Financial: capital budgeting, financial analysis, and cash flow projections
* Languages: Spanish, English

**EDUCATION**

***Bachelor of Science in Finance, Portland, OR - Portland State University 2012- 2014***

* Cumulative GPA: 3.69
* Relevant Course Work:

Intermediate Financial Management

Corporate Finance

Intermediate Financial Accounting

Business Strategies

***Associates of Science in Business, Salem, OR - Chemeketa Community College 2009-2012***

Cumulative GPA: 3.78