Susanna Montoya

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# PROFILE

Looking for an legal assisting position or relevant position to supplement coursework in legal studies and financial institution experience to provide an opportunity to put recently earned professional skills to use in real-world scenarios for the benefit of attorneys and clients.

# EXPERIENCE

**Office of Assemblyman Scott Wilk 02-16/Present**

* Assists constituents of Aliso Canyon Gas Leak with complaints
* Assists constituents with any government agency case complaint
* Attended professional events and meeting with Assemblyman Wilk and staff
* Worked during the primary election at the Republican Headquarters
* Screening calls; managing calendars; making travel, meeting and event arrangements; preparing reports; training and supervising other support staff; and customer relations.
* Receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing. Extensive software skills, Internet research abilities and strong communication skills.

**Wells Fargo Bank, Personal Banker, Santa Clarita. 2008-2014**

* Sell retail bank products to customers and prospects.
* Provide full-service banking to high value customers and oversee a portfolio of simple and/or packaged-product account relationship.
* Develops and maintain relationship with Wells Fargo partners to maximize sales opportunities and achieve minimum sales standards.
* Utilize extensive knowledge of the loan process to sell and close loans in a difficult market.
* Cross-sell products and services to existing and new clients as well as to build a network of internal and external sources and resources to further enhance the customer experience and meet customers needs.

# SKILLS

Customer Service Representative Skills and Qualifications:

Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information , Multi-tasking, computer knowledge, case brief work, republican head quarters primary election

**EDUCATION**

**College of the Canyons**, Valencia, Ca 11/13-Present

Associates in Paralegal Studies

**Clarita Career College**, Santa Clarita, Ca 10/05-04/07

Legal Assistant Certificate

**REFERENCES**

Available upon request