

# VITTORIA GARCIA CARDIAS

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## Core Competencies

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- Risk & Impact Analysis
- Reports Preparation
- Credit Analysis & Proposal
- Customer Success
- Languages: English and Portuguese
- Salesforce Software
- Resources Planning & Scheduling
- Decision-Making Skills

## Professional Experience

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**TD Canada Trust | Toronto, ON**

*May 2021 – Now*

***Personal Banker (2023) / Financial Advisor (2021-2022)***

- Deliver legendary and trusted experience by building and managing a relationship with the book of clients and translating their needs into a solution, maintained LEI of 90% on fiscal year 2022
- Manage deadlines for mortgage applications and large volume investment transactions while proactively prioritizing needs and having great attention to detail
- Address clients' financial status and act as a problem-solver while dealing with sensitive information on a high-pressure environment
- Exceed individual sales goal for both investments and mortgages in Q4 2022 being recognized with a Quarterly Spotlight Award
- Focus on results-based approach to ensure effectiveness and impact on clients' relationships and increase business

**TD Canada Trust | Toronto, ON**

*March 2020 – April 2021*

***Personal Banking Associate***

- Proactively addressed clients' lending needs with products such as credit cards, loans and lines of credit and provided specialized advice based on suitability
- Showed high level of organization by gathering documents, analyzing numbers and constructing credit applications
- Identified wealth opportunities which led to closed referrals of over 1 million dollars from my pipeline in 2020
- Contributed to activities outside principal business scope and accountabilities to ensure high-quality customer experience

**TD Canada Trust | Toronto, ON**

*February 2019 – March 2020*

***Customer Experience Associate***

- Surpassed all metrics and goals at the end of the year pacing at 120% of yearly goals
- Achieved 100% Legendary Experience Index metric by end of 2019

**HPS – ER Hospital of Porto Alegre | Brazil**

*July 2016 – April 2017*

- Assisted Senior ICU Manager on annual and quarter report preparation and metrics analysis
- Handled administrative requests and queries from senior managers

## Education

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Diploma in Business Administration | **George Brown College | Toronto ON**

Investment Funds in Canada | **Canadian Securities Institute | Toronto, ON**

Personal Financial Service Advice | **Canadian Securities Institute | Toronto, ON**

Financial Planning I | **Canadian Securities Institute | Toronto, ON**