Karl Suaco

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PROFESSIONAL PROFILE

Former finance professional who currently has sights set on a career in data analytics and data science. Experienced in command line, Git, Excel, Python, Pandas, Matplotlib, SQL, and HTML. An insatiable learner who loves acquiring new skills and tackling new challenges. Strengths include high productivity, analysis, and project management. Works well under pressure in a deadline driven, fast-paced environment. Strong emphasis on working collaboratively with a like-minded team to ensure optimal results. Competencies and technical skills include:

- Leadership Strengths
- Critical Thinking
- Problem Resolution

- Analytical Skills
- Risk Management
- Time & Task Management

- Languages: Python, SQL, HTML, JavaScript
- Data Visualization: Pandas, Matplotlib
- Other: Git, Command Line, API

PROFESSIONAL BACKGROUND

WELLS FARGO – Irvine, CA   **2010 to Present**

Work Director, *Lockbox Support, Dealer Services* (January 2016 – August 2018)
- Lead a team of 12 diverse individuals in day-to-day operations and manage workflow to ensure all deadlines are met.
- Write and update policies and procedures and collaborate with managers to identify risks and gaps in functions.
- Train team members on programs to improve accuracy and success of research which increased efficiency and decreased errors.
- Renovate team's research procedure by working with development team to build SQL database to locate customer account number quickly.
- Expand department accountability of check-passing by migrating from paper validation to online SharePoint.
- Lead multiple remediation projects correcting customer accounts within an allotted timeframe.
- Manage relationship between Operations and Accounting, Treasury Management Client Services, Regional Business Centers, and Internal Lock Box.

Operations Processor 3, *Payment Support, Dealer Services* (January 2015 – January 2016)
- Served as a customer advocate, technical resource, and subject-matter expert across departments.
- Tested, reviewed, and piloted new business systems through User Acceptance Testing to ensure usability.
- Audited team's work to ensure accuracy and provide feedback for improvement.
- Leadership Committee member partnering with department leaders to ensure procedures are aligned.
- Won Team MVP award for three consecutive quarters for consistent high marks in quality and efficiency.

Operations Processor 2, *Payment Support, Dealer Services* (March 2013 – January 2015)
- Performed a variety of operational tasks with a high degree of accuracy in a fast paced, deadline driven environment.
- Researched account information using various systems of record.
- Built and maintained strong relationships with peers and leaders to ensure cohesiveness and team efficiency.

Customer Service & Sales Representative (October 2012 – March 2013)
- Maintained customer relationships by building rapport, updating and maintaining customer profiles.
- Performed customer needs assessment and financial priorities to ensure customers are in the appropriate account.

- Opened consumer accounts, business accounts, loans, lines of credit, and credit cards. Generated referrals to bank partners including Private Bank, Investments, and Mortgage.

Lead Teller (June 2012 – October 2012)
- Handled compliance of audit operations and regulatory issues on a day-to-day basis.
- Assessed risk and provided approvals for transactions no more than $25,000.
- Supervised at least three tellers at one time. Performed training for new tellers on bank policies and procedures.

Teller (July 2010 – June 2012)
- Maintained proper cash limits, cash checks, accept deposits, issued cashier's checks, cash advances, and fund transfers.
- Promoted bank products and services by consistently cross-selling products at every opportunity.

THE WALT DISNEY COMPANY – Anaheim, CA   **2008 to 2010**
Attractions Host/Guest Service Operations (June 2008 – August 2010)
- Participated in a multi-dimensional team that served over 20,000 guests per day, earning a satisfaction rating of 100%.
- Multi-tasked and demonstrated guest service skills in a high volume, time sensitive environment.

PROJECTS

Weather Changes   **2018**
- Analyzed changes in weather with respect to distance from the equator.
- Pulled data from OpenWeatherMap API to assemble a dataset of over 500 cities.
- Created summary statistics and visualization using Python, Pandas, and Matplotlib.
Link to Python/Jupyter Notebook: https://bit.ly/2OzJY2c

EDUCATION

UNIVERSITY OF CALIFORNIA, IRVINE – Irvine, CA

In Progress, Certificate, *Data Analytics Boot Camp*

A 24-week intensive program focused on gaining technical programming skills in Excel, VBA, Python, SQL Databases, HTML, JavaScript, R, Tableau, Big Data, and Machine Learning.

Expected Completion Date: January 2019

CALIFORNIA STATE UNIVERSITY, Fullerton – Fullerton, CA

Sociology