Yvette Koffi

SKILLS

- French-English Bilingual
- Customer Service Skills

- Computer proficiency
- Knowledge of Html, CSS, JS, and Python

EDUCATION

Certificate in Web Development- Salt Lake Community College - expected graduation Date: December 2020

Coursework in: Html, CSS, JS, Python.

Bachelor of Science in Business Management – St Gregory's University
Coursework in: Finance, Accounting, Business Law and Ethics, Project Management, Business Administration

WORK EXPERIENCE

Operation Processing Contractor, **WELLS-FARGO –** Salt Lake City, Utah- February 2020- Today

- Performs intake to determine appropriate course of action, conducting investigative steps to fully identify the issues, researching product information, terms, conditions.
- Creating correspondence as needed, processing complex and/or corrective transactions on-line (including monetary and non-monetary actions).
- Communicates with others (including customers, merchants, bankers) to ensure resolution/negotiation of sensitive and/or time-critical matters.

Crypto-currency Trader, SELF-ENTREPRENEUR – Remote, USA - January 2017 - Today

- Trade crypto-currencies such as Bitcoin, Etherum, Ripples, Dash, Monero and Altcoins.
- Determining market sentiment via research, valuation and data analysis
- Providing key parties with daily trading information
- Executing trades
- Place limit Buy and Sell Orders for instant purchase and sale
- Position margin trading to add leverage to the investment.

French Bilingual Finance Support / Subject Matter Expert MLU - GLOBAL SERVICE CENTER – SLC, Utah, Oct. 2014 – January 2017

- Provide Administrative, Finance and Technical Support to Leaders
- Assist Leaders in the allocation of their Budget and any financial adjustments needed
- Track Unit's financial transactions and assist in financial reconciliations of internal accounts as needed
- Create and analyze monthly, quarterly, and annual reports and ensures financial information are accurate
- In charge of distributing and assigning cases to Team Members based on priority and case load.
- Responsible of the improvement of employee retention of valuable information by compiling essential details and disseminating them weekly to the entire team in an informative and creative ways called ''Weekly Tips''.

- Participate in Pilot Program for new company's software development in order to help catch potential problems and prevent them from escalating as well as accomplish several goals before full release of the software.