**[Customer Service Financial Services](https://www.postjobfree.com/resume/ad1o2s/customer-service-services-los-angeles-ca)**

**Location:**Los Angeles, CA

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**Resume:**

Arielka Arauz

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Objective

Results-driven sales professional with extensive experience in sales, management, communication, and customer service. Seeking a position in your company to leverage my skills and provide intuitive ideas for business growth. Bilingual in English and Spanish, and technologically proficient. Education

Glendale Community College 2013 - 2016

Edward R. Roybal Learning Center 2010 - 2014

Work Experience

Comerica Sherman Oaks, CA

Current

• Demonstrated leadership and management skills while addressing and resolving client and partnership management issues.

• Processed customer requests, including statements, check orders, and personal information updates.

• Consistently met monthly and quarterly sales goals, resulting in increased branch production and revenue.

• Upsold banking products and financial services to drive daily sales.

• Managed branch operations in the absence of the manager and assisted in meeting branch needs.

• Conducted cold calls and emails to connect with potential clients and achieve sales targets.

• Conducted customer interviews for new account openings and safe-deposit box rentals.

• Initiated loan applications, handled loan signings, and provided support to colleagues Bank of America Los Angeles, CA

Relationship Manager

2019-2021

● Developed a comprehensive understanding of clients and employee base.

● Built a strong prospect referral pipeline through internal and external referrals.

● Proactively resolved client and financial professional issues.

● Strengthened relationships with clients in a substantial book of business.

● Maintained positive customer relationships and delivered high-quality service.

● Built positive Client Relationships in assigned territory.

● Utilized systems, tools, training and resources provided to maximize potential.

● Maintained effective calling program on customers, prospects and referral sources. Over-achieved quarterly sales goals that were assigned

● Acted as coach and leader to tellers to better their skills in speaking to customers and sparking interest to come sit with a relationship manager.

● Helped customers reach their goals by giving them solutions that would help them and created a plan or connected them to the correct partners who could help them (business banker, home loan specialist, financial solution advisor )

Bank of America Los Angeles, CA 2019 - 2019

Relationship Banker

• Built positive client relationships in the assigned territory.

• Utilized systems, tools, training, and resources to maximize potential and achieve over-achievement of quarterly sales goals.

• Acted as a coach and leader to tellers, enhancing their customer engagement and referral skills.

• Assisted customers in reaching their goals by providing appropriate solutions and connecting them with the appropriate partners (Built positive client relationships in the assigned territory. business banker, home loan specialist, financial solution advisor).

• Identified cross-sell opportunities and made relevant referrals.

• Managed the lobby and teller operations, ensuring adequate coverage and superior customer service.

• Acted as a digital ambassador, educating customers on convenient digital banking options.

• Stepped in to support sales and service efforts when short on relationship managers or tellers. Bank of America Los Angeles, CA 2017 - 2019

Service Representative

● Open the financial center and make sure it is safe to go in and if not follow correct procedures.

● Lobby leading by migrating clients to ATM’S, sales opportunities, and assisted with basic questions.

● Process deposits, withdrawals, cashier checks, payments, make change for customers, cash out checks, be aware of frauds and audit absolutely everything, process less cash transactions, fill out CTR/MIS reports, and check and scan work.

● Balance out cash box.

● Attempt to send as many lead gen referrals to bankers as possible.

● Help customers with online banking app.

● Connect clients to customer service.

● Shadowing other tellers and sales coaching

T-Mobile Los Angeles, CA 2014 - 2017

Retail Sales Associate

● Sell company service plans, insurance for phones, internet tablets, accessories, etc.

● Interact with customers and convince them of our company’s services.

● Help customers and find the right fit to their perfect phone, plan, and accessories.

● Help customers with questions and issues they have on their plan and bill.

● Process activations and payments on the computer as well as bill adjustments using Watson, Quick View, and POS.

● Do basic tech work on phones with issues to try to solve customer issues.

● Open and close the store by counting phone inventory, counting and DTS money in every register, close and open registers, organize the day’s work, and when closing making sure everything is locked up and safe and making sure alarms are set.

● Made sure the store was clean and cleaned it.

Skills

● Bilingual- speaks, reads, writes, and translates English and Spanish

● Proficient with Microsoft Word, Excel, and PowerPoint as well as Salesforce

● Strong leadership and organizational skills

● Able to multitask, learn tasks quick

● Notary Qualified

● NMLS licensed

References

Manager (Bank of America)

Evette Amaya : 323-804-5545

Manager (Comerica):

Kim Saroyan: 818-406-5994