

Priscila Sandoval

Commerce, CA 90040

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Professional Summary

Experienced (Spanish) bilingual candidate seeking to obtain a Customer Service position, offering excellent and effective communication skills with extensive knowledge of various banking and financial cash handling practices and services.

Work Experience

Clerk Typist

Apple One Employment Agency (LA County Probation Dept.)-Los Angeles, CA

October 2021 to December 2022

- Heavy data entry input of overtime hours worked for facility employees.
- Input information for employees on Intermediate leaves and overall LOA's.
- Answered to incoming calls redirecting to correct department, assisted in distributing meal tickets for juveniles to correctional officers and social workers on a daily basis.
- Balanced ticket sales at end of shift for business office.
- Reconciliation hours worked for employees on a bi-weekly basis.
- Filed and scanned internal personal documents to internal departments within a timely manner.
- Distributed documentation to Accounting department and assisted in heavy daily Alpha-Numeric filing.

Temporary Teller/MSR I

Protocol Staffing (DW&P Federal Credit Union)-Los Angeles, CA

November 2020 to March 2021

- Processed daily cash deposits and withdrawals, sold and redeemed negotiable items such as Cashier's Checks, Money Orders among balancing cash drawer at the end of daily shift.
- Intake of new membership information prescreening credit applicants based on relationship and performed due diligence in compliance with the USA Patriot Act.
- Also processed Currency Transaction Reports and SAR's in compliance with the BSA.
- Responsible for wire intake along with referrals of new deposit accounts, loan applications, helocs, including refinances, among establishing products and services such as online banking, bill pay, and overdraft protection for members.

Member Service Representative I

LA Financial Credit Union-Los Angeles, CA

September 2019 to September 2020

- Responsible for daily balancing of cash drawer while performing various cash deposits and withdrawals.
- Daily performance of international and domestic wire transfers, redemption of various negotiable items including savings bonds, cashier's checks, money orders along with debit and credit card reissuance.
- Perform daily sales referrals of various banking products and services.

- Processing of credit card and personal loan applications while verifying sensitive member information during preliminary screening.
- Balancing general ledger accounts for branch at end of day closing.

Retail Sales Associate/Cashier

Banana Republic-Commerce, CA

November 2018 to March 2020

- Provided excellent customer service to customers responding to various online orders over the phone, and in store questions and concerns.
- Daily assisting of in store maintenance through recovery and replenishment.
- Given quarterly sales goals exceeding expectations through submitting credit applications from technology devices, along with sign up of Bright rewards program for customer profile and follow up for upcoming sales and discounts.

Teller/CSR I

Citibank-Los Angeles, CA

September 2011 to March 2013

- Delivered outstanding client services by executing financial transactions in accordance with the Bank Secrecy Act and U.S.A. Patriot Act
- Top Sales performer increasing deposit consumer and commercial accounts
- Assisted with translating for Spanish speaking customers during opening of Consumer Accounts, Personal Loans, and Credit Card applications

Education

Certificate in Technical Business Administration

West Los Angeles College - Culver City, CA

June 2017

High school diploma

Central High School - Los Angeles, CA

June 2000

Skills

- Data Entry
- Balancing Ledgers
- Proficient in Microsoft Office Suite
- Oracle Accounting Software
- Priscila Sandoval Mobile (323) 571-0245 priscila_sandoval@aol.com
- 47 WPM 10-Key
- Symitar and Verafin proficiency
- General Ledger Reconciliation
- Bank Secrecy Act
- USA Patriot Act
- Anti-money laundering

- Loss prevention
- Cashiering
- Multi-line phone systems
- Phone etiquette
- Spanish
- Journal Entries
- Banking
- Accounts Payable
- Account Reconciliation
- Translation
- Office Management
- Bank Reconciliation
- General Ledger Accounting
- Currency Transaction Reports
- Suspicious Activity Reports
- Credit Applications
- Faxing
- Alpha-Numeric filing
- Ten-key by touch
- Balance Sheet Reconciliation
- Accounts Receivable
- Customer service
- Retail sales
- Sales
- Recovery
- Replenishment
- Inventory control
- Account Maintenance
- Concessions Standwork
- Cash handling
- 10 key typing
- Computer skills
- Communication skills
- Office experience
- Microsoft Office
- English
- POS
- Computer skills
- Communication skills
- Cash handling

- Banking
- Negotiation
- Hospitality
- Windows
- Accounts receivable
- Oracle
- General ledger accounting
- Clerical experience
- Account reconciliation
- QuickBooks
- Bank reconciliation
- Translation
- Front desk
- Fashion retail
- Cash register
- Basic math
- Typing
- Inside sales
- Analysis skills
- Microsoft Access
- Accounting
- Accounting software
- Balance sheet reconciliation
- Restaurant experience
- General ledger reconciliation
- Accounts payable
- Documentation review
- Cash management
- Order fulfillment
- Guest services
- Sanitation
- Auditing
- Payroll

Languages

- Spanish - Expert

Certifications and Licenses

Teller Functions and Banking Operations Certificate

Assessments

Customer service — Proficient

January 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

Proofreading — Proficient

August 2024

Finding and correcting errors in written texts

Full results: [Proficient](#)

Sales skills — Proficient

May 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

Filing & organization — Proficient

November 2021

Arranging and managing information or materials using a set of rules

Full results: [Proficient](#)

Scheduling — Proficient

November 2021

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Proficient](#)

Basic computer skills — Proficient

July 2022

Performing basic computer operations and troubleshooting common problems

Full results: [Proficient](#)

Work style: Reliability — Proficient

April 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Principles of accounting — Proficient

March 2023

Preparing financial records according to federal policies

Full results: [Proficient](#)

Data entry: Attention to detail — Proficient

October 2021

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

Verbal communication — Proficient

November 2021

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Attention to detail — Proficient

February 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Customer service — Proficient

September 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

Bookkeeping — Proficient

November 2021

Calculating and determining the accuracy of financial data

Full results: [Proficient](#)

Typing — Proficient

June 2022

Transcribing text

Full results: [Proficient](#)

Front desk agent (hotel) — Proficient

November 2021

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Proficient](#)

Medical receptionist skills — Proficient

October 2022

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

Data entry: Attention to detail — Proficient

June 2022

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

Managing accounts in QuickBooks — Proficient

July 2022

Using QuickBooks software to manage business financials

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

July 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Call center customer service — Proficient

June 2021

Demonstrating customer service skills in a call center setting

Full results: [Proficient](#)

Written communication — Proficient

November 2021

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Proficient](#)

Customer service fit — Proficient

November 2022

Measures the traits that are important for success for customer service roles

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

November 2021

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Verbal communication — Proficient

November 2022

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Retail customer service — Proficient

December 2021

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Inside sales — Proficient

February 2022

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Proficient](#)

Typing — Proficient

November 2021

Transcribing text

Full results: [Proficient](#)

Analyzing data — Proficient

June 2022

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Full results: [Proficient](#)

Retail customer service — Proficient

July 2022

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

September 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Working with MS Word documents — Proficient

February 2022

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Proficient

June 2022

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

November 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Customer service — Proficient

October 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Customer focus & orientation — Proficient

June 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Food service: Customer situations — Proficient

May 2024

Identifying and addressing customer needs in a food service setting

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.