

**Maria Ortiz**  
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**Objective: An interesting position with a growing company.**

**Experience:**

**Walmart.com:** Finance Analyst: 09/26/2008-Present

**Washington Mutual Bank** Lyons Il 2006-2008

Personal Financial Representative:

Sell deposit products to customers, build new customer relationships through sales initiatives and telemarketing; and cross-sell and provide referrals to other areas of the Bank. In this role you would regularly call existing clients and outside prospects to develop and maintain business relationships. Responsibilities also include preparing routine correspondence, processing account changes, researching and resolving account-related problems, responding to customer inquiries, and assisting customers with account balancing. PFRs are also responsible for developing marketing plans, including outside sales, to generate business for the Financial Center (FC). You are expected to master sales techniques and increase your knowledge of more complex product offerings

**MidAmerican Bank**

Personal Banker

**RESPONSIBILITIES:**

Demonstrates a commitment to support the Brand by practicing the Four Principles and consistently adhering to the Ten Practices on a daily basis  
Retains and expands bank's existing customer relationships through one-on-one meetings and telephone interviews  
Maintains and monitors the growth of deposits and services per household  
Interacts with customers via the telephone to handle sales and service issues  
Processes a variety of paperwork and/or reports as a result of customer requests, inquiries, and problem solving  
Communicates information about various bank products to customers.  
Educates customers on product details and processes requests for new accounts  
Provides customer service to new and existing customers.

**AutoZone**

Cashier/Sales

In this position, you're responsible for: Helping customers find parts and products in the store using our electronic catalog or paper catalogs, running the cash registers, Completing store tasks, Stocking the store and processing returns.

**Clyde Park District**

Recreation Clerk/ Payroll Processor

1909 S. Laramie Ave.

Cicero, IL 60804

8/20/ 2004-11/23/2005

Data entry for programs; Ballet, Soccer, Basketball, Piano, Cake Decoration and Aerobics.  
Payroll for Instructors; Ballet, Piano, Cake Decoration and Aerobics.  
Flyers for programs; Ballet, Soccer, Basketball, Piano, Cake Decoration and Aerobics.  
Schedules for Programs; Ballet, Soccer, Basketball, Piano, Cake Decoration and Aerobics.

**Good Shepherd Church**

Administration Assistant

Chicago, IL.60623

2/2/2003-1/10/2004

Received callers at establishment, determined nature of business and directed callers to destination.  
Collaborated on Church activities.  
Obtained caller's name and arranged for appointment with person called upon.  
Successfully handled Religious Education records.  
Excellent track record of Wedding.  
Maintained Church records.

**Burlington Coat Factory**

Cashier/ Sales Associate

Riverside, IL.60422

5/23/02-1/15/2003

Supervised and coordinated activities of workers engaged in receiving cash and credit-card payments for merchandise and services and in keeping records of these transactions.

Performed cashiering and other clerical duties to relieve subordinates during peak work periods.  
Searched records to assist subordinates in locating and reconciling posting errors on customers' invoices, such as hotel bills and sales tickets.  
Compared cash register totals with receipts in register to verify accuracy of transactions.  
Withdrew funds from bank, kept custody of operating funds and retained next day's operating funds from daily receipts.

**Skills:**

Microsoft Word, Excel, Access, and PowerPoint skills.

Good communication skills.

Strong personality.

Speak basic Spanish and English.

Education: Curie High School Morton College

Chicago, IL 60632 Cicero, IL.60804

**Reference: Available upon request**