

Alice Zambrano Burgos

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Objective

To obtain a position that will allow me to utilize and enhance my professional intuition, leadership skills, education and work experience.

Experience

Wachovia Bank, • Charlotte, NC 2005 to present

- Teller / Teller Manager
- Perform customer transactions with accuracy and efficiency
- Provide customers excellent customer service through product knowledge service
- Assist FCM and TM in operational soundness
- Maintain cash optimization for the branch within guidelines
- Participate in coaching and training sessions
- Lead team meetings and huddles
- Vault, ATM, Consignment, and express box custodian
- Service Captain

Imaging Associates Inc. • Charlotte, NC 2004 to 2005

General Employee/ Front Desk/ Translator

- Provide Exceptional Customer Service
- Operate Switch Board Phone System
- Performed Several Tasks while directing calls
- In Charge of Returns on Damage Product
- Direct Contact with Vendors
- Translate
- Sales
- Responsible for Customer Satisfaction
- Computer and Web Knowledge

Southern Deli, LLC • Charlotte, NC 2000 to 2005

General Employee/ Associate Manager

- Provide Exceptional Customer Service in a Casual Restaurant
- Operated Cash Register
- Performed Several tasks in the Kitchen Including Supervision and Translation
- Was Promoted into the Management Training Program in April 2003
- Finished Management Training Program in 6 Weeks
- Supervised and Managed roughly 25 Employees
- Conducted Weekly Inventory and Ordered Accordingly
- Responsible for Bi-Weekly Payroll Setup and Execution
- Dealt With Product Vendors and Business Contacts
- Directed Manager Meetings and Bilingual Employee Meetings
- Trained both English and Spanish Speaking Employees
- Translated Official Business Documents
- Made Managerial Decisions in Order to Meet Company Expectations including
- Cost of Goods, Labor and Profit Margin
- Responsible for Customer Satisfaction

Education

Central Piedmont Community College 2000 to 2002

Courses Degree in English as a Second Language

Software

- Excel
- Encore
- Microsoft Office
- Microsoft Word
- Microsoft World