

Jonathan Labra
Anaheim, CA | (714) 770-5927 | trejo.12.12.12@gmail.com

SUMMARY OF QUALIFICATIONS

- 6 years of financial consulting with expertise in identifying customer needs, advising and offering products and service recommendations, ongoing plans to increase revenue, and leadership coaching.
- Ability to work and influence successfully within a matrix environment to build effective business partnership with team members at all levels.
- Responsible for driving the success of customer strategies and journeys in a complex diverse market.
- Provides exceptional customer experience through financial advice and guidance coupled with providing products and services that will help their financial dreams.
- Ability to analyze complicated financial portfolios and mitigate for best results.
- Ability to work in a fast and busy environment multitasking and communicating with team members for the best results.
- Prioritize tasks based on needs and be able to get work in a timely manner.

PROFESSIONAL EXPERIENCES

Kalaveras

11/ 2024- present

Bartender, Servers- Work 25 hours per week

- Provided excellent customer service and ensure that all of my customers were well taken care of
- Problem-solved and resolved customer complaints and issues
- Participate as an excellent team member to accomplish goals and objectives by the company
- Delivered exceptional, friendly and fast service
- Obtain Alcohol Beverage Control Responsible Beverage Service Training certificate

US Bank Corp

09/ 2022- present

Branch Service and Sale Officer - Work 40 hours per week

- Manages risk by adhering to applicable regulations, policy and procedure requirements; through recognizing and escalating issues and following procedures.
- Communicate to the front office and update department management of branch operations and status.
- Maintain customer accounts, make sales calls to customers and identify cross-sell opportunities.
- Work with management to develop customer retention and outreach strategies.
- Monitoring loans to ensure proper documentation, covenants, mitigate risk and identify trends.
- Processing loan applications, reviewing credit reports and analyzing financial statements to determine lending suitability
- Processing loan applications, reviewing credit reports and analysing financial statements to determine lending suitability

- Supervising the team of product specialists and directing other bank personnel to provide quality customer service
- Work a cash drawer to directly serve customers and perform teller duties
- Balance drawer at the end of the day, balance TCR at the end of the day

Wells Fargo Bank

03/ 2018- 09/ 2022

Lead Teller- Worked 40 hours per week

- Serves as an integral part of the branch management team by delivering an exceptional customer and employee experience, manage risk, and support growth
- Supports tellers in serving our customers and assist customers directly
- Coach, motivate, and develop a team of direct reports to achieve their full potential and meet established business objectives
- Leads a team of tellers who provide an exceptional customer experience by engaging customers in conversations and building relationships
- Ensures customers are informed on how Wells Fargo can help make banking easier through education, demonstrating available mobile options, and introducing them to other branch employees or business partners who can support their financial needs
- Manages risk by adhering to applicable regulations, policy and procedure requirements; through recognizing and escalating issues and following procedures
- Coaches and provide feedback by leveraging performance management tools and processes
- Supports the team in identifying and resolving customers concerns by following resolution protocol
- Manage teller team's schedule and lead the day-to-day operations of the teller line
- Work a cash drawer to directly serve customers and perform teller duties

Hopscotch

06/ 2020 - 01/ 2024

Bar back - Worked average 15 hours per week

- As a Bar Back, my current responsibilities include, prepping the bar for use. I ensure all the bartenders have the proper amount of liquor and supplies for the night. I make sure all tables are attended to and cleaned properly.
- Monitoring stations and restocking napkins, coasters, and straws
- Replacing kegs and retrieving bottles from the walk-in cooler
- Washing and restocking glassware and mixing tools
- Cleaning spills at the bar and customers' tables
- Removing trash and used glasses and wiping down tables for new customers
- Assist bartenders with items needed

Anaheim Marriott

Dining Room assistant/barback – worked 20-30 hours a week 03/ 2018 - 05/ 2020

- Clean tables, remove dirty dishes, replenish silverware, glassware as needed.
- Make sure the dining room is clean and presentable for customers.
- Assist servers with serving beverages to customers such as water refilling.

- Bring food out from the kitchen to the table in a timely manner.
- Ensure customers have everything they need to enjoy their meal.
- Restock side station with glassware and silverware
- Ensure bartenders have ice and all their instruments to serve drinks to the customer.

Reference:

- Thomas Hoare, Marriott Food & Beverage Director (714) 750-8000
- Morry, Hopscotch Tavern Owner (714) 625-9575
- Esmeralda Cornejo, Wells Fargo Service Manager (562)298-3411
- Felix Diaz, Wells Fargo Branch Operation Manager (562) 477-0815
- Puja Sorathia, Wells Fargo Branch Manager (714) 306-7519
- Michael Torres, Wells Fargo Branch Manager (562) 322-7062
- Krystal Gallegos, U.S Bank Branch Manager (909) 261-6902
- Jake Fascitelli, Hopscotch Tavern Bar Manager (562) 618-4969
- Nicole Robatian, Hopscotch Tavern General Manager (714) 356-3179
- Jerry Brito, Kalaveras General Manager (951) 751-9072

EDUCATION

Loara High School, Anaheim- **Diploma**

LANGUAGES

Bi-Lingual: English and Spanish