

# Alessandra Juchem Daudt

2405 Andrew Drive  
Superior, CO 80027

561-371-9221  
ajuchem@daudt.com

## SUMMARY

Proven ability to work productively with a diverse team in a fast paced environment with minimal or no supervision, while maintaining accuracy and consistently meeting or exceeding scheduled deadlines.  
Strong quantitative, analytical, and communication skills.  
10 years of consumer finance products experience.  
Enjoys learning new programs and processes.

## EXPERIENCE

### Phone Center Representative, Boulder Valley Credit Union

Boulder, CO --- 2012

#### Responsibilities

- Answer incoming calls pertaining to questions, problems or transaction requests from members.
- Deal with home banking and bill pay questions effectively and professionally.
- Take the situation from first contact through successful resolution and follow up later on to insure resolution and member satisfaction.
- Look for additional product opportunities for the member and enhance long term relationship building.

### Market Analyst, Bankrate, Inc

North Palm Beach, FL — 2007-2012

#### Responsibilities

- Research and collect financial rate information on more than 300 financial products, including mortgages, credit cards, automobile loans, money market accounts, certificate of deposit, checking and ATM fees, home equity loans and online banking fees for approximately 140 financial institutions across the U.S.
- Input rate information into Bankrate's customized data entry system, while paying sharp attention to detail.
- Prepare consumer money guides and financial tables that appear in hundreds of publications across the country.
- Review and verify accuracy of information, while using ability to multi-task to meet strict deadlines.

### Fraud Specialist/Senior Fraud Specialist, VirtualBank

Palm Beach Gardens, FL — 2004-2007

#### Responsibilities

- Perform verification of new customer's identity using documentary evidence, non-documentary evidence, or a combination of both materials.
- Perform investigation of potentially suspicious activity.
- Analysis of multiple reports, such as Anti-Money Laundering activities, multiple transactions, velocity and gambling.
- Monitor customer accounts against government lists, such as OFAC, PEP and FinCEN, as required by the Patriotic Act.
- Perform enhanced due diligence reviews of new business and personal

accounts.

- Daily review of Federal Reserve list of Official Checks for internal fraud.
- Validation of Fraud Alerts placed on customer's credit report, as required by mortgage applications' process.

### **Personal Banker, VirtualBank**

Palm Beach Gardens, FL — 2002-2004

#### **Responsibilities**

- Educate new and existing customers about the features and benefits of banking products, assisting customers in selecting the products and services that best meet their needs and goals.
- Perform daily personal banking tasks such as closing accounts, account maintenance, ordering of checks, password reset, fee reversal requests.
- Assist in customer-issue resolution with tact and diplomacy.
- Request proof of identity and review of personal information for CIP compliance.

### **Store Manager, JC Martin Jewelers**

West Palm Beach, FL — 1999-2001

#### **Responsibilities**

- Responsible for increasing jewelry sales.
- Provide clients with estimates and appraisals.
- Data entry of about 500 records daily in the internal inventory system.
- Place orders with vendors for repair parts and special orders.
- Billing for corporate customers including Macys, Burdines, Lord & Taylor, JC Penney, Saks Fifth Avenue and Bloomingdales.

### **AWARDS**

- Bankrate - Consistently within top 3 in department for least amount of errors per month in the Market Research department.
- Bankrate - Awarded multiple performance bonuses.
- VirtualBank - Awarded performance bonus as top performer in the Client Services department.

### **SKILLS**

- Fluent in Brazilian Portuguese.
- Excellent communication skills in Spanish.
- Proficient in Microsoft Word, Excel, billing systems.
- Excellent knowledge of PC and Mac.
- Enjoy sharing knowledge with others to achieve specific team goals.

### **EDUCATION**

- Attended Palm Beach State College 2008-2009

- Attended UFRGS Brazil 1995-1998

## **REFERENCES**

Available upon request.