

Sergio Franco

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Objective:

I aim to apply my current skills and training to support your company in achieving growth and profitability. I possess excellent customer service abilities, adept at communicating with diverse groups, capable of working both independently and as part of a team. I am highly organized, detail-oriented, proficient in handling complex systems in a fast-paced setting, skilled in multitasking, and adept at problem-solving.

Experience:

Talent Acquisition | Payroll | Human Resources | Office Manager | Accountant

Blue Thread Services Feb 2024- Present

- Manage payroll. (50 employees)
- Cut down costs by conducting account audits.
- Administrator to all New Mexico branches (5 branches)
- Talent Acquisition director
- Assistant to executive team (Controller | President | Executive assistant)
- Human Resources manager

Leadership development Analyst

PNC BANK Mar 2022- Feb 2024

- Enhance customer satisfaction, observe branches, and implement innovative techniques.
- Provide training to branch employees on new systems and offer education on new products or services. (60 employees)
- Review reports to identify areas requiring attention to achieve the set goals. Create personal plans (60 employees)
- Enhance business growth through business development strategies, cold calling, and various sales techniques.

Financial consultant

Nusenda Credit union Mar 2020- Mar2022

- Developing financial plans to help clients achieve their long-term and short-term financial goals.
- Advising clients on taxes, retirement planning, investments, and insurance decisions, depending on their financial goals.
- Assessing how certain life changes and financial status changes affect clients' financial plans and adjusting such plans accordingly.

Assistant branch manager

First Convenience Bank Mar 2018- Mar 2020

- Lead a team of 30 employees.
- Create schedules.
- Conduct monthly audits.
- Implemented company policies and procedures in conjunction with management including coaching and motivating team.
- Assist tellers with balancing problems.
- Promote the bank's products by constantly cross selling at every opportunity.
- Assisted staff with difficult customer transactions.
- Tracked branch sales performance and developed compatible promotions.
- Organized and reviewed reports weekly.
- Supported branch targets by coaching and motivating tellers to identify opportunities to deepen customer relationships.
- Balance ATM & vault. Order cash for branch, when necessary, based off branch monthly transactions.

Key Skills

- Leadership
- Communication
- Budget planning
- Human resources
- Problem solving

Education

- Highschool Diploma 2017
- Office Administration 2018
- Project management 2024
- Int Business pre recs 2022