

# **Tony Campos**

New York, NY 10002

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## **SUMMARY**

I possess extensive customer service, knowledge of building customer relations and promoting customer loyalty. Also have extensive cash-handling experience. Excel at hands-on activities, constantly working to improve processes and striving for excellence. Work cooperatively as team member, and lead by example. Accurate and organized. Skilled at “thinking on my feet,” and finding quick, workable solutions to difficulties arising in fast-paced, stressful environments. Work effectively and well with colleagues and public of widely differing ages, cultures and nationalities. Proficient with MS Word, Excel, PowerPoint and Outlook. Fully fluent in English and Spanish – read, write and speak.

## **EDUCATION**

**BS, Graphic Design**, Queens College / CUNY – **January 2015 – Present**

**AAS, New Media Technology**, LaGuardia Community College / CUNY – **March 2008 - June 2011**

## **EXPERIENCE**

**Citibank, New York, NY**

**June – November 2015**

### ***Teller***

- Engaged the Citi client by welcoming them with a warm friendly smile, pleasant demeanor, using the client name, whenever possible, and thanking them for doing business with Citi
- Performed various financial transactions in accordance with bank policies and procedures while maintaining an acceptable record in daily drawer balancing
- Made sure all the clients needs were met before concluding the transaction, by listening carefully to the client and willingly assisting with any questions or problems the client had insuring the client felt his/her time was being valued without being rushed
- Demonstrated strong sales and service skills, presenting products and services while proactively educating clients on utilizing available access channels (ex: ATM, Online and Telephone Banking)
- Managed the supply of cash for branch needs based on business demand, while adhering to the cash limits set by the bank which included buying and selling of cash with branch Tellers and ATMs, as needed.

**Winter Village at Bryant Park, New York, NY**    **December 2014 – Present**

### ***Skate Rentals (Seasonal Position)***

- Assist between 60 to 100 customers during each 8-hour shift
- Encourage customers to purchase additional equipment including helmets, gloves, locks
- Provide outstanding customer service.
- Stock and distribute inventory quickly and efficiently

**PLS Check Cashers, Brooklyn, NY**

**November 2013 – August 2014**

***Customer Service Representative***

- Sent remittances on behalf of more than 100 companies daily.
- Sold and/or reloaded proprietary pre-paid cards for customers.
- Act as “lobby host,” introducing passersby to services and bringing in new clientele.
- Handled approximately \$30,000 in cash, credit and pre-paid card transactions each day.
- Cashed various payroll checks ranging up to \$10,000 in amount and from many companies
- Provided outstanding customer service to ensure repeat business
- Used multiple computer applications to access customer information and process transactions
- Maintained a balanced cash drawer

**Duane Reade, New York, NY**

**June 2013 – October 2013**

***Cashier***

- Assisted between 40 and 60 customers during each 8-hour shift.
- Encouraged customers to purchase flu shots and to make donations with regard to breast cancer prevention.
- Directed customers to aisles containing desired merchandise.
- Promoted and scanned club cards.

**Ridge Check Cashing Corp, Brooklyn, NY**

**March 2008 – May 2012**

***Teller***

- Assisted 20 – 60 customers send money domestically and internationally in amounts up to \$6,000, and send remittances to companies for utilities and other bills, during each 9-hour shift.
- Handled cash of up to \$300,000 daily by balancing cash flow and totaling up register receipts from all shifts.
- Answered and resolved customer inquiries about money transfer services.
- Verified and cashed various payroll checks ranging up to \$10,000 in amount