

ALEX FUENTES

☐ [REDACTED] alejandrofuen@gmail.com

HISPANIC MARKET PRESIDENT, BRANCH MANAGER

MITCHELL OFFICE, US BANK, MILWAUKEE WI.

JULY 2007 – APRIL 2011

1. Achieved high level of recognition at branch level such as Pinnacle Awards, Most deposits growth in the region, 100% Package Penetration, most Net DDA, most revenue, 296% small business loans, etc.
2. Developed strong community awareness for the company by partnering with nonprofits organizations and even creating 2 nonprofit organizations for improvement of Hispanic entrepreneurs in the area. Helping more than 500 Hispanic small business owners and professionals.
3. Consistently met internal auditing goals
4. Ensured highly ethical and professional operation that helped US Bank improve its reputation in the local Community

INSURANCE AGENT

FARMERS INSURANCE, THE FUENTES AGENCY, SAUKVILLE, WI.

SEPT 2004 – JUNE 2007

1. Sales, management, marketing, customer service.

Commercial Insurance Agent, President

Oficina de Seguros Fuentes, Venezuela

April 1992 – Jul 2004

1. Multiple office management, budget, negotiation, business to business.

• EDUCATION

DEGREE IN INTERNATIONAL INSURANCE, SPECIALIZED IN SHIPPING

Istituzione Di Assicurazione, Italy 1992

COLLEGE IN BUSINESS ADMINISTRATION

Universidad Jose Maria Vargas, Venezuela 1995

• SKILLS

1. Fluent in English, Spanish and Italian
2. Proficient in MS office: (Word, excel, Outlook, Power Point and Access)
3. Highly interpersonal and motivational communicator
4. Knowledge of community activities at all levels
5. Knowledge of financial trends and markets

• COMMUNITY INVOLVEMENTS

1. Council President of St. Peter's UCC Church, Saukville
2. Board member of Latino Arts, Inc. of United Community Center
3. Board Member of Historic Mitchell Street Business Improvement District #14
4. Cofounder and former president of B.N.I. (Business Network International) in Saukville chapter
5. Member and cofounder of Milwaukee Networking Group.
6. Former Vice President of Latino Entrepreneurial Network.
7. Former Secretary and Cofounder of Hispanic Entrepreneur of Wisconsin
8. Vice President and Cofounder of Venezuelan Community Corporation
9. Senior Deacon of Ozaukee Lodge #17 in Port Washington

• ACTIVITIES

Family, Travel, Computers, Networking, World History, Finances, Multicultural, Fitness.

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• OBJECTIVE

A long term challenging and rewarding career in the area of Bank, Retail or Sales Management at market level that offers opportunities for self-improvement and professional growth through the demonstration of my leadership, sales and managerial skills.

• SUMMARY OF ACHIEVEMENTS

Advanced, results oriented business professional with over 20 years of successful management, marketing and sales experience in the insurance, banking and retail arena. Strongly familiarized with retail operation in financial and banking areas, staffing, team building, market penetration, sales coaching and superb customer service implementations.

Able to anticipate and meet client needs to execute high levels of negotiations. Develop strong relationships by efficient networking and philanthropic. Highly ethical.

• CORE STRENGTHS

• *Banking & Finance* • *Insurance* • *Executive Management* • *Facilitation & Coaching* • *Assertiveness* • *Results*
• *Marketing* • *Motivation* • *Coordination* • *Organization* • *Integrity* • *Customer Service* •

• AREAS OF EXPERTISE

- ✓ Financial Analysis
- ✓ Managing Skills
- ✓ Insurance expertise
- ✓ Leadership and Teambuilding
- ✓ Field Audits Procedures
- ✓ Detail Oriented,
- ✓ Highly Organized and Strong Analytical Abilities
- ✓ Articulate Oral and Written Communication in different languages
- ✓ Able to multitask in fast paced high pressure environments
- ✓ Budgeting/Financial Analysis, P&L Efficiency
- ✓ Motivational Public Speaker
- ✓ Equity and Consumer Landing
- ✓ Business Management and Operations
- ✓ Outstanding Customer Relations
- ✓ Superior Interpersonal Skills
- ✓ Time Management, Prioritizing
- ✓ Efficiency under pressure

• EXPERIENCE

FINANCIAL REPRESENTATIVE

NORTHWESTERN MUTUAL/COUNTRY FINANCIAL

MARCH 2013 – PRESENT

1. Apply high levels of negotiation with financial education for clients based on risk protection, asset accumulation, asset distribution and wealth management.
2. Developed, hired, motivate and train a successful sales team.

VICE PRESIDENT BRANCH MANAGER,

EAST CAPITOL OFFICE, PNC BANK, MILWAUKEE, WI.

APRIL 2011 – FEB 2013

1. Brought 42 small business relationships, 613 Personal relationships and over 2 million in loans in a startup Office in one year in a challenged LMI community
2. Implemented a Human Sigma plan at Regional level taking it from 4.45 (1 star status) to 4.86 (5 star status) and at branch level 4.96 (5 stars since branch opened) on customer experience surveys and obtained Human Sigma 6 status twice in a row.
3. Develop strong community partnerships with different nonprofit organizations where we were able to offer financial and budgeting education to more than 350 individuals and more than 50 small business.
4. Hired, motivated and coach a highly successful sales team where every single one of my team member achieved and surpassed their personal sales goals and their customer service score. All of them consistently at 5 stars in customer service and generating substantial quarterly sales bonuses.
5. Passed internal audits with 92% rating and maintained losses and fraud under 50% of budget