

JOSHI AVINA

Quincy, MA • 857-217-8037 • Joshiavina13@gmail.com

EXPERIENCE

JP Morgan Chase

Boston, MA

Associate Banker

September 2019-Present

- Exhibiting strong customer service skills; presenting consumer-bank focused products and services while proactively educating clients on utilizing available access channels
- Opening accounts based on type of account and customer needs
- Supporting customers with traditional banking needs and complex service transactions while prioritizing exceptional service and experience
- Educating clients in our self-service and digital platforms for the convenience of banking whenever, wherever, and however they want
- Referring clients to the One Chase team to help with specialized financial needs and build relationship

JP Morgan Chase

Boston, MA

Global Security Update Intern

January 2019- July 2019

- Identified and updated security attributes based on third party verification throughout the day
- Reconcile and corrected income categories for financial reporting for two different regions on a daily basis
- Responsible for processing all security master set up forms daily as part of my tasks for a successful delivery to the team
- Processed and supervised over 5,000 securities a month that were part of a renumbering process in which consist of expired securities

Quirk Chrysler

Boston, MA

Sales Representative

May 2018 – July 2018

- Managed and databased close to 3 contracts on sold inventory, according to sells each day, to keep track of sales and the money that the company made in total per month
- Worked and administrated detailing services for 3 cars sold on days of delivery for the customers, to deliver the vehicle at its best appearance to satisfy the customer and promote sales
- Inventoried safety and quality assessments when new cars were launched 1 time a month to interact with experts and gain firsthand knowledge of products to improve sales

EDUCATION

Year Up

Boston, MA

Financial Operation Training

September 2018 – July 2019

- Year Up is a one-year career-development program comprised of college-level courses, professional training, and a six-month professional internship in Financial Operation Training

Bunker Hill Community College

Boston, MA

Psychology Major

September 2017 – December 2017

- Earned college credits towards an Associate's degree in Psychology

VOLUNTEER EXPERIENCE

Drive for the Homeless

Boston, MA

Processor/Distributor Volunteer

December 2018

- Interacted with 50 people in need throughout the day to ensure that they had the necessary clothing and toiletries to go throughout their day as easily as possible
- Provided complimentary food & snacks to 50 people throughout the day to improve their daily health and satisfy their hunger

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SKILLS

- **Languages:** Bilingual (English, Spanish)
- **Software:** Microsoft Office 2016 (Word, Excel, PowerPoint, and Outlook)