

Natalie Rose Amparo

215-776-9383 | Nat.Amparo@gmail.com | Philadelphia, PA

Professional Experience:

Olney Christian School

August 2016 - *present*

Administrative Assistant to the Director

- Responsible for overseeing the day-to-day office operations of the school including responding promptly to phone and email inquiries, corresponding with vendors, and managing incoming and outgoing mail/packages.
- Responsible for the registration of all new students including outreach, follow up, school tour scheduling, and request of all prior records from previous schools.
- Coordinate, plan, and implement new activities for increased family engagement.
- Manage Director scheduling, including authority to adjust schedules using discernment.
- Management of financial matters including process and tracking of in-school and event payments, tuition account payments and reconciliations.
- Responsible for executive level preparation for virtual, telephone, and in person meetings including creating portfolios of relevant expense reports, previous correspondence, and memos of prior meetings.
- Developed a new system to produce report cards that highlighted students' strengths and provided clarity in specific needs for academic improvement using Google Drive.
- Create interactive signage for social media and school distribution informing families of approaching events, fundraisers, and closures.
- Responsible for prompt and professional responses to internal and external email inquiries.
- First line of contact to diffuse or address conflict.
- Maintenance and frequent use of internal data management system.
- Strong interpersonal and communication skills in person, virtually, and via telephone.
- Strong cross-functional skillset.
- Prepare memos, minutes, and reports for executive review.
- Proficient in Microsoft Office, Google, and Windows programs.
- Ability to type approximately 54 words per minute.

Santander Bank

Jan. 2014-Sept. 2015

Branch Operations Manager

- Promoted from Personal Banker to Operations Manager in 8 months.
- Scheduled, hosted, and coordinated with community stakeholders to garner new business.
- Hosted and attended varying community events educating about financial literacy, the benefits of budgeting, and avoiding unnecessary high interest debt and predatory loans, and best managing or mitigating banking fees.
- Responsible for performing sales and service transactions.
- Responsible for scheduling and rescheduling of all tellers within the branch.
- Held quarterly operational meetings to discuss changes to legislative and company policy and procedure.
- Responsible for the training of all new staff in the branch including customer service, banking systems, emergency, and other internal policies.
- Performed daily, weekly, and monthly audits to evaluate efficiency and accuracy of required policy updates, cash handling and teller reporting.

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- Adhered to all policies surrounding purchasing, documentation, and petty cash for varying branch food, cleaning, or office supply orders.

CitiBank

Sept. 2013 – Jan. 2014

Teller Representative II – Various Locations (Float Teller)

- Processed face-to-face customer transactions for a variety of routine to more complex financial transactions including but not limited to check cashing, withdrawals, and deposits.
- Responsible for balancing cash drawers.
- Assisted customers with basic product information and warm referral to bankers for enrollment.
- Consistently exceeded service goals by minimizing customer wait times and accurately and efficiently processing Customer transactions.
- Trained and acted as a mentor to new tellers.
- Educated and engaged Customers in conversations regarding their current and future financial needs, while educating Customers about Bank products and services.

PNC Bank

June 2012 – Sept. 2013

Teller Representative I - 1600 Market St.

- Processed transactions for customers including servicing customer accounts, accepting loan payments, accepting safe deposit box payments, processing sales of gift cards, cashing checks, verify currency, balancing cash drawer, night deposits, correct discrepancies and make necessary adjustments. Balance Automated Teller machines (ATMs) and Teller Cash Dispensers (TCDs)/ Teller Cash Recyclers (TCRs) as necessary.
- Performed advanced transactions, including foreign exchange, Bank Secrecy Act (BSA), reporting and correcting discrepancies.
- Serviced lobby customers with exceptional customer service.
- Generally resolved problems independently, escalating issues to management when necessary.
- Adhered to safe deposit box procedures/operations and guidelines.

Education:

Colorado Christian University

Jan. 2019 - present

Bachelor of Business Administration

Concentration: Business Management

Temple University

2009-2011

Bachelor of Business Administration

Concentration: Business Entrepreneurship

Relevant Skills & Training

- Complex Problem Resolution
- Excellent Executive leadership abilities
- Customer service oriented and focused.
- Excellent Multi-Tasking
- Proficient with Microsoft Office
- Excellent Social Media Account Management
- Strong qualitative and quantitative research and analysis
- Strong cross-functional collaboration