

MARIANNE VILLANUEVA

Plano, Texas

469-396-3405

www.linkedin.com/in/marianne-villanueva-25591529

Marianne.tierra234@gmail.com

PROFESSIONAL PROFILE

Confident, friendly, and organized professional with a strong background in customer service and a passion for risk management. Effective team player, committed to achieving successful outcomes by leveraging active listening, goal setting, and clear communication. Actively seeking an internship to build my knowledge in risk management and insurance, with a focus on addressing customer needs. In hopes to sharpen my ability to identify potential risks, resolve conflicts, and offer effective solutions. My background in customer service has equipped me with a sharp ability to assess and respond to challenges, making me eager to contribute to any team and grow in the insurance field.

CORE COMPETENCIES

Critical thinking | Conflict Resolution | Attention to detail | Relationship building | Time Management & Organization

TECHNICAL SKILLS

Fast learner | Microsoft Office Suite

Language Skills

Fluent in English and Spanish

CERTIFICATIONS

CPCU 552, CPCU 520, and ETHICS 311

EDUCATION

Bachelors in Risk Management and Insurance

University of North Texas, Denton, TX

Expected Graduation Date: December 2025

Organizations: Gamma Iota Sigma | President Fall 2025

ADDITIONAL EDUCATION

Associates of Arts in Business

Collin Community College, Plano, TX

Graduation date: Fall 2022

EXPERIENCE

JPMorgan Chase

May 2023-Present

Associate Banker

Plano, TX

- Assisted customers with basic banking transactions, including deposits, withdrawals, and payments using a computer system.
- Managed a cashbox, providing change, ensuring preferred denominations, and facilitating money exchanges between employees and the bank vault.
- Collaborated with a close-knit team, helping bridge communication gaps with non-English speaking customers, and supporting bankers with account maintenance and scheduling.

Culture Champion: Promoted and reinforced company values and culture by fostering an inclusive and collaborative work environment. Be a role model for employees, encouraging engagement, communication, and teamwork.

Jose Eber Salon

August 2019-May 2023

Assistant Manager

Plano, TX

- Built strong client relationships by answering calls, managing appointments, and handling transactions, including giving change and offering cashback.
- Managed daily salon sales, tracked inventory, and utilized Microsoft Office and Excel to streamline administrative tasks.
- Conducted interviews, trained new hires, and created the front desk schedule, overseeing the responsibilities of front desk staff.