

BLANCA E. MONARREZ SAAVEDRA

Oswego, IL 60543

Professional Summary

Accomplished Financial Service Representative who consistently exceeds sales goals, while providing the utmost care in client relations. Highly devoted helping customers achieve their financial goals and financial success.

Skills

- Goal Oriented
- Friendly
- Self-sufficient
- Strong team-builder
- Analytical
- Proficient in MS Office
- Organized
- Rapid 10-key data entry
- Detail-oriented
- Spanish Speaking

Work History

- 10/2015 to Current **Financial Services Representative**
NorthStar Credit Union - Aurora, IL
- Submitted loan applications to loan underwriter for verification and recommendation.
 - Complied with regulatory requirements including Bank Secrecy Act, Anti Money Laundering, OFAC, USA Patriot Act, Privacy Act and Community Reinvestment Act.
 - Maintained friendly and professional customer interactions.
 - Interviewed clients regarding loan needs and financial histories, and conveyed information regarding the application processes.
 - Set up and completed loan submission package.
 - Originated, reviewed, processed, closed and administered customer loan proposals.
- 07/2005 to 10/2015 **Member Service Supervisor**
Fox Valley Credit Union - Aurora, IL
- Helped customers understand their benefits with thorough, knowledgeable and friendly explanations.
 - Updated system information with customer and plan details, payments or other relevant information.
 - Trained, mentored and evaluated employees on service quality, knowledge and performance.
 - Gathered materials and submitted completed member applications.
 - Answered member questions regarding enrollment, claims, benefits, referrals and pre-authorizations.
 - Investigated problems and discrepancies to resolve issues in a timely manner.
 - Strong leader of customer support staff.
- 07/2008 to 10/2015 **Collections**
Fox Valley Credit Union - Aurora, IL
- Negotiated with account holders to devise repayment plans and minimize collections receivables.
 - Managed delinquency cycle, including past due collection calls, skip tracing, outside collections agency coordination and litigation activities.
 - Reviewed collection reports to determine the status of collections and the amounts of outstanding balances.
 - Persistently reached out to customers with extremely past due accounts to recover lost revenue.
 - Identified and analyzed rejection patterns, partial denials and denials from third parties to improve existing processes.
 - Investigated accounts with balance errors using accounting software.
- 01/2005 to 08/2014 **Loan Officer/Member Service Representative**
Fox Valley Credit Union - Aurora, IL
- Submitted loan applications to the underwriter for verification and recommendations.
 - Complied with regulatory requirements, including the Bank Secrecy Act, Anti Money Laundering, OFAC, USA Patriot Act, Privacy Act and Community Reinvestment Act.
 - Reviewed and edited loan agreements to ensure accuracy.
 - Handled various accounting transactions.
 - Collected member loan payments.
 - Sold cashier's checks, traveler's checks and money orders.
 - Executed wire transfers, stop payments and account transfers.

BLANCA E. MONARREZ SAAVEDRA

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Education

- 2004 Bachelor of Science: Graphic Design
Robert Morris University - Illinois- Aurora
- 2002 Associates of Applied Science: Graphic Design
Robert Morris University - Illinois- Aurora
- 2001 High School Diploma:
East Aurora High School - Aurora, IL

Accomplishments

- Earned 2017 5-Star Survey for outstanding customer service.
- Earned 2017 2nd Place Top Performer.
- Earned 2016 5-Star Survey for for outstanding customer service.
- Earned 2016 Top Performer throughout the organization.

Certifications

- Certified Financial Counseling (CUNA)
- NMLA Licensed
- Notary Public



Blanca E Monarrez Saavedra

Biography

Hi, my name is Blanca E Monarrez Saavedra and I am a current resident of Oswego, IL. Where I share a home with my husband and our two amazing boys. I was born and raised in the beautiful city of my home town Aurora, IL. I am a graduate of East Aurora High School, class of 2001 and also received my Bachelor's degree from Robert Morris College/University in 2004.

My current job position is a Financial Service Representative for NorthStar Credit Union whom is a local credit union in Aurora and I have been employed for a little over 2 years. Also, I have been previously employed with Fox Valley Credit Union in downtown Aurora from 2005 to 2015. Very dedicated and enjoy servicing our members in the Aurora Community and helping them achieve their financial goals.

I have participated with my current employer whom is a not-for-profit organization volunteering after work hours in the community. For the year 2017 I have completed 50 plus hours in service with NorthStar Credit Union and looking forward to breaking my record in 2018.

When I used to attend East Aurora High School I used to be in DECA and helped out in nursing homes, children with special needs, The Lions Club and also for other organizations. I love putting a smile on the faces of others. I believe in the way of giving a hand, others will pay it forward.

Blanca E Saavedra