**IGNACIO AGRAZ**

Tracy, CA

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**Objective**

Seeking to apply strong work ethic and years of experience within an institution that offers opportunities of career advancement.

# Key Skills

* Customer service and goal-oriented oriented.
* Strong analytical, problem-solving, technical and organizational skills.
* Highly transferrable business experience (management, administrative, finance, personal banking/mortgages, retail, sales)
* Fluent in Spanish.
* Excellent work ethic with a highly applicable attitude in diverse and fast-paced work environments.
* Fluency in computer systems; such as proficiency with Salesforce, Microsoft Office (Outlook, Excel, Word, & Outlook).

# Education

## B.S. in Business Administration, Management 8/2015 – 5/2020

**San Jose State University (SJSU) - San Jose, CA**

**Related Coursework:** Fundamentals of Management, Strategic Management, Organizational Behavior, Finance Fundamentals, Quantitative Business Analysis, Entrepreneurship, Operations, Statistics, Public Speaking, Marketing, Economics.

# Experience

## Client Relationship Consultant, U.S. Bank - Dublin, CA 7/2018 – PRESENT

* Superior customer servicing through deepening relationships, identifying opportunities, opening & analysis of accounts.
* Promote and market financial products while reaching monthly sales goals on a consistent basis plus performing all essential day-to-day banking transactions. Supporting business partners or members of management to improve production

## Sales Representative, Michael Kors - Livermore, CA 5/2016 – 7/2018

* Up-sell customers on a wide range of designer products to regularly reach and surpass sales goals ($10,000/daily average).
* Cashier Lead; handler of large cash transactions in a highly fast-paced environment and continuous add-on of clientele.

## Sales Representative, Sprint - Tracy, CA 2/2018 – 7/2018

* Actively open new lines and sell add-on products/services.
* Telemarketing to expand customer relationship through wider variety service plans.

## Crew Shift Lead, Chipotle - Livermore/San Jose, CA 2/2014 – 2/2017

* Consistently prepare and serve a variety of food at proper safety standards while managing business store operations and fellow lower-level employees.

# Projects

## Managerial Research Team, SJSU Fall 2019

* Worked with a team of 4 in research and breakdown of behavioral studies following the analysis of manager/leader roles. Final Report presented diversity among managerial roles and workstyles in various workplaces among SJ & Silicon Valley.

# Activities

***Volunteer Spanish Tutor,* T&J Tutoring Services - Tracy, CA  *4/2016 – 8/2016***

* Managed and regulated beginner level Spanish classes for children of age groups K1-12 for most of the summer.