

Dagoberto Martinez

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PERSONAL PROFILE

Professional with more than 20 years of experience in customer service, and 2 years of experience in Information Technology, devoted in helping customers and improve satisfaction results. Familiar with number of banking software and Windows Suite software. Demonstrated skills at implementing customer service and resolving complex issues. Seeking to leverage my skills to improve customer service and building meaningful and impactful customer relationships for years to come.

PROFESSIONAL EXPERIENCE

Analytical and Critical Thinking · Decision Making · Problem Solving · Multitasking · Detail-Oriented · Collaborative · Interpersonal Skills · Enthusiastic · Adaptable · Active Listener · Motivated · Time Management · Initiative

WORK HISTORY

Wells Fargo Bank, Durham, NC
Personal Banker

12/2021 – 06/2023

- Delivered exceptional customer service experience by building relationships with customer in the branch, over the phone, and email.
- Assisted customers with transactions such as opening accounts, submitted credit applications, served as a mediator to solve account issues.
- Provided sound banking service and product options to customers based on their need.
- Worked with other bankers and partners to fulfill customers service need.
- While conducted daily business, I abided Federal and State regulations such as SAFE and Regulation Z.

Welcome Federal Credit Union, Morrisville, NC
Network Administrator

08/2018 – 05/2020

- Maintained and enhanced IT policies, standards, and procedures to ensure compliance with industry and governmental laws.
- Updated virtual and physical security to minimize data infiltration by 99.9%.
- Executed new hardware and software to maximize productivity by 95%.
- Administered, configured, and maintained Windows servers and equipment such as routers, switches, VPN, and security appliances on behalf of the organization.
- Performed the role of Microsoft Exchange Email administrator for 50+ user accounts.
- Served as security analyst for 50+ endpoints.
- Analyzed and reviewed inventory of all network key infrastructure assets for depreciation tracking and upgrade purpose.

- Implemented and updated obsolete hardware and software to increase efficiency and minimize downtime.
- Provided physical and remote hardware and application technical support for entire organization to include troubleshooting and credential assignments and reset.
- Planned, implemented, and tested disaster recovery solutions in collaboration with a third-party firm.

Wells Fargo Bank, Greenville, NC
Customer Service Representative

03/2016 - 08/2018

- Assisted customers with transactions and made service referrals based on financial need to help them succeed financially.
- Partnered with other bankers and specialists to fulfill customers specific needs.
- Followed policies and procedures such as confidential information and record management, and dual control procedures.
- ATM custodian - tasks included cash replenishments, cash withdraws and shipments, and troubleshooting to insure service availability.
- Awarded several recognitions for providing outstanding customer service and fraud prevention.

Sears Auto Center, Greenville, NC
Assistant Manager

02/2015 - 03/2016

- Assisted store manager in leading sales staff and technicians to successfully deliver quality customer-service while following company's policies and procedures.
- Daily strategized entire staff to provide efficient service to meet or exceed customer expectation - and at the same time - meet sale goals.
- Maintained a safe environment at all time for customers and employees following state and federal regulations applicable to industry guidelines.
- Managed inventory to ensure availability of products at all time while maintaining cost efficiency.
- Actively listened to customer concerns and addressed them in timely fashion to ensure satisfaction was met.

EDUCATION

- Bachelor of science in Information Science & Studio Art
University of North Carolina at Chapel Hill, NC
Expected Graduation, Spring 2026
- Associate in applied science, Information Technology: Web Administration and Design
Pitt Community College, Greenville, NC
Date of graduation, July 2020