**DANIEL ARGUDO**

66-01 Burns Street Apt. 4Y | Rego Park, New York, 11374

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**SUMMARY**

Meticulously detail-oriented and organized with strong communication and interpersonal abilities. Motivated to maintain customer satisfaction and contribute to the company.

**SKILLS**

* Multilingual: Fluent in Spanish, English, Italian and English
* Able to communicate in a clear, concise, understandable manner, and listen attentively to others
* Ability to build relationships, and utilize the skills of team members appropriately
* Knowledgeable in Rhinoceros, InDesign, and Illustrator, Climate Consultant, DIVA plug-in, Design Builder

**EXPERIENCE**

**TD BANK N.A.** **Astoria, NY**

*Costumer Service Representative* 10/2013 - Present

* Provide exceptional Customer service by meeting all Customer demands as they relate to inquiries, with the support of more experienced personnel
* Provides sound advice at every customer interaction to create positive experiences and ensures financial needs are met.
* Maintains strong product and sales knowledge and champions core service values.
* Process Teller transactions for Customers including servicing Customer accounts, accepting loan payments, safe deposit box payments, processing sales of gift cards, cashing checks, verify currency, balancing cash drawer, correct discrepancies and make necessary adjustments.

**CENTURY 21 DEPARTMENT STORES Rego Park, NY**

*Register Complex Supervisor*  02/2012 - 10/2013

* Managed daily team member’s evaluations and reconcile cash tilts
* Supervised and scheduled cashiers and ensured compliance with payroll budget
* Kept documentation and team members in order as per store policy
* Maintained client relationships to ensure a high standard customer service
* Enforced a consistently high working and ethical standards
* Trained, coached, and managed all cashiers in all front end policies and procedures, including new cashiers and cross-training other team members, and conducted monthly customer service audits
* Oversaw compliance of cashiers with established company policies, such as safekeeping of company funds and property, personnel practices, security, sales and records keeping procedures

**JFK INTERNATIONAL AIRPORT Jamaica, NY**

*Swissport Lead Agent for Singapore Airlines* 08/2009 - 08/2011

* Checked in passengers; oversaw status of incoming passengers (INET, IATCHIS, etc).
* Gate operations: Jet-bridge, finalized and reconciled flight, ensured crew and passengers compliance
* Interline: Regulated the transferring of the luggage of arriving passenger into connecting flights
* Flight clearance, attended passenger with special needs (MAAS)
* Lost & Found: Took claims for passenger’s luggage. Compensated if needed for any damage, lost, and missing luggage. Cleared any unclaimed baggage with USA customs in arrival hall and follow up with post flight operations

**EDUCATION**

**New York City College of Technology, CUNY Brooklyn, NY**

Bachelor of Technology in Architecture TechnologyExpected Graduation: June 2018