

KIM PINALI

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OBJECTIVE

To bring value to a company offering solutions using creative customer service and detail driven clerical skills.

PROFESSIONAL EXPERIENCE

1/30/2012 to present **RBFCU Austin TX**
SMSS Lake Creek Branch

7/2/08-12/13/11

FIELD ASSET SERVICES – ROUND ROCK, TEXAS

Vendor Administration – Vendor Setup Unit

Process Development

- Leveraged digital technology to maximize efficiency of paper processing
- Cooperated with upper management to implement new company-wide process infrastructure
- Customized new procedures to eliminate financial waste resulting from redundancy and error
- Generated tens of thousands of dollars in company equity by eliminating costly IRS fines

Team Dedication

- Assisted team members with complex research and fact-finding
- Facilitated team agility through proven fast turnaround times

Detailed Information Processing

- Performed hundreds of complex vendor initiations on a weekly basis
- Consistently met and exceeded company-wide metrics and goals

12/19/97-4/3/08

J P MORGAN CHASE – AUSTIN, TEXAS

Retail Consumer Banking – Lead Teller

Customer Service

- Identified financial needs that lead to successful sales referrals through active listening

Detailed Accuracy

- Performed hundreds of complex financial transactions accurately on a daily basis
- Prepared bookkeeping records under audit scrutiny.

Team Dedication

- Trained other employees through major merger and accompanying new software and procedures

1994 – 1997

ROUND ROCK ISD – ROUND ROCK, TEXAS

Deerpark & Cedar Valley Middle Schools

Jollyville Elementary School

Education – Instructional Support

1990 – 1994

ROUND ROCK ISD – ROUND ROCK, TEXAS

Education – Substitute Teacher

EDUCATION

1996 – 1998

TEXAS STATE UNIVERSITY – SAN MARCOS, TEXAS

1996 – 1998

AUSTIN COMMUNITY COLLEGE – AUSTIN, TEXAS

1974 – 1978

UNIVERSITY OF KANSAS – LAWRENCE, KANSAS