Mariana Delgado

Bilingual Teller

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SUMMARY

Bilingual English and Spanish teller with 18 months at a border-region community bank and 1.5 years in retail customer service. Handles deposits, money orders and cashier's checks with careful cash handling, and explains fees, holds and fraud warnings clearly in either language.

SKILLS

- **Bilingual English and Spanish**
- **Cash Handling**
- **Customer Service**
- **Money Orders**
- **Cashier's Checks**
- **Cross-Selling**
- **Bank Secrecy Act (BSA)**
- **Basic Computer Skills**
- **Attention to Detail**

EXPERIENCE

Bilingual Teller

04/2025 - Present

Franklin Mountain Community Bank

El Paso, TX

Community bank with 6 branches; most walk-in customers prefer Spanish.

- Handle **80+** customers a day in English and Spanish, about 60% of the branch's walk-in traffic.
- Process deposits, withdrawals, money orders and cashier's checks, balancing a $20,000 drawer each night.
- Translate account terms, fee notices and scam warnings for Spanish-speaking customers, cutting repeat visits by 30%.
- Generate 6 cross-selling referrals a month for checking, savings and remittance products under Bank Secrecy Act limits.

Customer Service Representative

10/2023 - 03/2025

Paso Norte Wireless

El Paso, TX

Mobile phone retailer with 4 stores.

- Resolved **50** billing and plan questions a day in English and Spanish, with 92% customer satisfaction.
- Collected cash and card payments at the store counter, passing every quarterly cash handling audit.
- Activated 30 new lines a week, entering account details accurately with basic computer skills.
- Explained plan changes and late fees to 15 Spanish-speaking walk-ins a day, cutting repeat complaints at the counter.

EDUCATION

High School Diploma

Riverside High School

El Paso, TX

05/2023

CERTIFICATES

Spanish Language Proficiency Certification

05/2025

Franklin Mountain Community Bank