

Victor Torres

| [victortorres04@icloud.com] | [646-464-5989]

Professional Summary

Driven and customer-focused professional with over 3 years of experience in retail sales, brand representation, and basic data analysis. Strong interpersonal skills, attention to detail, and a solid foundation in financial principles through current business studies.

Experience

Senior Personal Banker

Provident Bank — July 2025 — Present

- Ensured adherence to all bank policies, federal regulations, and audit standards, maintaining a zero-violation compliance record
- Processed complex financial transactions, loan applications, and account openings with accuracy and confidentiality
- Promotes bank products, refers or resolves customer inquiries concerning accounts or other banking services
- Helps maintain cost efficiency to achieve goals of the branch; assures quality of customer service and adherence to sales and brand standards
- Ensures operational and financial safety and soundness in accordance with the Bank's policies, compliance, and applicable laws and regulations

Shift Supervisor

Starbucks — November 2022 – July 2025

- Delivered consistent and personalized customer experiences in a high-volume environment.
- Managed cash handling and POS transactions with precision and integrity.
- Promoted store offerings through needs-based recommendations and upselling strategies.
- Recognized for reliability and ability to build rapport with repeat customers.
- Assisted with daily inventory tracking and reconciliation.
- Opened and closed the retail store independently, ensuring daily operations ran smoothly and security protocols were followed
- Balanced and reconciled the cash box changes

Data Analyst Intern (Extras Program)

Beats by Dr. Dre (Apple Inc.) — April 2025 – June 2025

- Analyzed and reported on customer engagement and purchasing behavior.

- Gained hands-on experience using Excel and data visualization tools to inform business decisions.
- Supported marketing and finance teams with consumer trend insights and data storytelling.
- Developed presentation skills by contributing to weekly project briefings.

Education

Baruch College, City University of New York

Bachelor of Business Administration in Finance

(Expected Graduation: [e.g., 2027])

- Relevant Coursework: Principles of Banking, Financial Accounting, Business Statistics

Skills

- Cash Handling & POS Transactions
- Customer Relationship Building
- Sales & Product Knowledge
- Data Entry & Report Generation
- Financial Literacy & Risk Awareness
- Time Management & Organizational Skills
- Bilingual: Spanish
- Communication & Leadership