

Manuel Trillo

Bachelor in Business Administration

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LINKEDIN

/in/manueltrillo

LOCATION

Cd. Juárez, Chih., México

EDUCATION

Degree in Business Administration,
Universidad Autonoma de Ciudad
Juarez, 2013.

PROFILE



LANGUAGE

- Spanish - Native
- English- Fluent

CERTIFICATIONS

Entrepreneurial professionals for
social responsibility
CEHLIDER 2013

EXPERIENCE

Apr 2021 -

Preemptive Love
Coalition
México A.C.

RELIEF PROGRAM OFFICER

- Development and execution of sustainable assistance and humanitarian aid programs in 10 shelters in the northern and southern border of Mexico, benefiting more than 1,000 migrants annually.
- Establishment of partnerships with local and international organizations, government agencies and community leaders to maximize the impact of assistance programs, promoting collaboration and resource sharing.
- Efficient management of budgets, contracts, confidentiality agreements, expenses, invoices and payments, ensuring transparent and accountable use of resources.
- Support in the creation of content to raise awareness and obtain donations through reports, articles and social media materials in the area of communication.

May 2018 - Apr 2020

Level Up Coaching &
Human Development

CONSULTANT

- Conducted engaging and informative sales, leadership, and team workshops as the lead speaker, delivering content to groups averaging 30 participants.
- Facilitated more than 150 sessions/per year focused on improving job performance.
- Devised sales strategies, attracting an average of 2 new clients/per month. Managed client relationships.
- Supported the company's operating cash flow, delivered budget proposals, and ensured customer contract payments.
- Implemented the innovative "Guru" program, analyzing and applying a strategic mindset to transform small businesses, self-employed people, and entrepreneurs into profitable and sustainable companies.

Dec 2017 - Mar 2018

Banco Santander
México S.A.

BRANCH SUPPORT

- Provided operational coverage for various roles across 20 local and regional branches, including Assistant Branch Manager, Lead Teller, and Teller positions.
- Created and contributed to internal branch initiatives that increased monthly sales by 25% on average.
- Coordinated teller activities, vault, and commercial management.
- Assisted with the training and onboarding of new tellers and cashiers, ensuring a smooth transition and adherence to bank policies and procedures.
- Advised customers on banking services and appropriate use of mobile banking apps.
- Managed client bank accounts, opening and closing accounts, and transactions and confidential information.

EXPERIENCE

Sept 2017 - Dec 2017

HEAD TELLER & CASHIER SUPERVISOR

Banco Santander
México S.A.

- Vault manager with custodial responsibility for the branch's ATM, audits. In charge of the branch's adequate cash supply and currency shipments
- Supervised all aspects of the Teller Line, including accuracy and integrity in daily transactions.
- Assisted and guided bank tellers with complex transactions and monitored accuracy and efficiency.
- Application of processes that ensured compliance with federal and state laws and regulations.

Sept 2015 - Sept 2017

BANK TELLER

Banco Santander
México S.A.

- Conducted various financial transactions, including deposits, withdrawals, cashing checks, and processing loan payments accurately and efficiently.
- Performed end-of-shift drawer counts and reconciliations.
- Promoted and consistently cross-sell the bank's products and services.

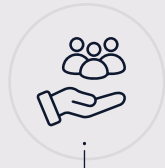
Jul 2014 - Jul 2015

TECHNICAL SUPPORT SPECIALIST

XEROX Business
Services

- Provided timely and effective technical assistance via phone, email, and remote desktop support, ensuring customer satisfaction and issue resolution within agreed-upon service level agreements to customers in the US.
- Assisted customers with accurate order processing and quality experience.

SKILLS



Customer service



Program planning and management



Public speaking



Coaching

SOFTWARE

G-SUITE



MS OFFICE



TABLEAU BASIC



VOLUNTEER EXPERIENCE

2009 -

Our Lady of Peace
Parish

COORDINATOR OF RELIGIOUS STUDIES GROUP

- Creative leadership, driving the development of dynamic group activities, leading community outreach initiatives, and implementing effective fundraising strategies.
- Conducting regular study sessions, leading discussions, and facilitating meaningful engagement with more than 25 teenagers and young adults, fostering spiritual growth, and understanding of Catholic teachings.
- Manage social media content and strategy.

2009 - 2021

Our Lady of Peace
Parish

COORDINATOR OF THE SOCCER ATHLETIC PROGRAM

- Planned, organized, and managed community soccer tournaments.
- Served as a planning committee member promoting a healthy lifestyle in the youth and young adult ministry.
- Provided oversight for scheduling, statistics, communication, financial planning, and promotions.