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Education

Bachelors of Arts in English

Magna Cum Laude
The University of Texas
Austin, Tx

Skills

- ❖ Written and Verbal Communication
- ❖ Learner Experience Design
- ❖ HTML/ CSS
- ❖ Problem Solving
- ❖ Critical Thinking
- ❖ Research

Accomplishments

Special Honors for
Undergraduate Thesis
The University of Texas

88th Percentile on LSAT
Law School Admission Council

Marcos Vera

PROFESSIONAL PROFILE

I am a project coordinator currently focused on implementing a new lending operating system. I make use of my training experience to teach frontline staff to navigate this new system and use their feedback to augment each iteration we release. By focusing on front-end user feedback, I enhance current processes and system functionality so my team is equipped to reach the strategic goals set out by our leadership team.

WORK EXPERIENCE

A+ FEDERAL CREDIT UNION

Senior Lending Project Coordinator & Systems Administrator (June 2019- Present)

- ❖ Gather and evaluate data to support project needs and quantify expected impact of project work. Create business cases and project plans throughout implementation and schedule/lead project meetings.
- ❖ Identify opportunities for process improvements by working with employees and management to understand workflows and efficiency levels in each department.
- ❖ Develop internal training materials, resources, and communication documents for new and changing products, processes, and procedures. Prepare and coordinate organizational communication for these events.
- ❖ Coordinate with existing and prospective vendors to scope product implementation, set up system integrations and deliver ongoing system feedback.

Learning and Development Trainer (November 2017- June 2019)

- ❖ Schedule, coordinate and facilitate training for employees across the organization in both classroom and online environments.
- ❖ Create virtual learning content using various software systems such as Keynote, Pages, Camtasia, Adobe Connect, and Storyline.

Member Services Officer (June 2014- November 2017)

- ❖ Manage employee development by overseeing detailed coaching plans for each team member and presenting employee performance feedback.
- ❖ Open and manage financial accounts by resolving account issues, intermediating for members in transaction disputes, and processing loan application.