

MICHAEL ANDERSON

Middle Office Analyst

- San Francisco, CA
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Resourceful and analytical Middle Office Analyst with over four years of experience in the retail banking sector. Specializing in transaction processing and operational support, with a focus on enhancing customer service and satisfaction. Skilled in utilizing various banking software systems to ensure accurate and efficient processing of transactions. Demonstrated ability to identify areas for improvement and implement effective solutions to enhance operational efficiency.

WORK EXPERIENCE

Middle Office Analyst | Community Bank

Jan 2022 – Present

- Managed transaction processing and ensured timely execution of customer requests.
- Collaborated with customer service teams to resolve transaction-related issues.
- Monitored compliance with banking regulations and internal policies.
- Assisted in the preparation of operational reports for management review.
- Utilized banking software to track and analyze transaction data.
- Provided support during audits to ensure compliance and accuracy.

Operations Assistant | Local Finance Co.

Jul 2019 – Dec 2021

- Assisted in transaction processing and customer service operations.
- Maintained records of transactions and operational metrics.
- Supported compliance efforts by ensuring accurate documentation.
- Collaborated with teams to enhance service delivery and efficiency.
- Conducted data entry and verification tasks.
- Participated in team meetings to discuss operational improvements.

SKILLS

transaction processing customer service compliance banking software data analysis operational support

EDUCATION

Bachelor of Arts in Business Management

2018

Local University

ACHIEVEMENTS

- Recognized for achieving a 95% accuracy rate in transaction processing.
- Implemented process changes that improved customer satisfaction scores by 15%.
- Received Employee of the Month award for outstanding service.

LANGUAGES

English Spanish French