

Jie Tang

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Employment History...

Relationship Manager | Bank of America | Las Vegas, Nevada

November 2019 to present

- Provide broad base of financial and credit services with the goal of acquiring 100% of the customers' business.
- Proactively sell products and services to customers and refer them to other areas of the bank.
- Nevada commissioned notary.

Credit Analyst | The Cosmopolitan of Las Vegas | Las Vegas, Nevada

June 2017 to October 2019

- Analyze the creditworthiness of prospective and current patrons.
- Examine credit history using credit agency tools and evaluates potential risks.
- Make recommendations regarding bad debt or write-offs.
- Work on projects/matters of limited complexity with credit manager.
- Communicate with patrons and other departments to solve credit issues.

Personal Banker | Wells Fargo | Las Vegas, Nevada

August 2012 to June 2017

- Build long term relationships with customers in person and by phone.
- Resolve difficult customer situations effectively while delivering friendly customer service and ensuring the highest level of customer satisfaction.
- Perform extensive research to solve complex customer problems.

Customer Service Manager | China Merchants Bank | Qingdao, China

May 2005 to September 2009

- Promote merchant sales services to prospective commercial clients for the most influential commercial bank brand in China.
- Contract financial services with clients to offer as incentives to cardholders.

Education...

- Masters of Business Administration
Xi'an Jiaotong University, China

Language Proficiency...

- Native Mandarin Chinese

Software Proficiency...

- Microsoft Office Suite