

# Jenelly Lluberes

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2429 Valentine Ave  
Bronx, NY 10458

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## Skills

Interpersonal Communication  
Critical Thinking  
Teamwork & Collaboration  
Organization & Time Management  
Customer Service  
Interpretation & Translation Services  
Complex Problem-Solving  
Math & Computer Skills  
Hospitality & Accommodation

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## Experience

### Chase Bank / Associate Banker

January 2024 - PRESENT, West 231st & Broadway

- Provide exceptional customer service by assisting clients with everyday banking transactions, including deposits, withdrawals, and payments.
- Educate customers on financial products such as checking accounts, credit cards, and loans to meet their banking needs.
- Build rapport with clients and refer them to specialists for more complex financial solutions.
- Ensure accuracy in cash handling, balancing transactions, and following banking security protocols.
- Support branch operations by maintaining compliance with financial regulations and delivering a seamless customer experience.

### Chipotle Mexican Grill / Crew Member

July 2022 - April 2023, The Bronx, NY

- Provided excellent customer service by greeting patrons, answering menu-related inquiries, resolving concerns, and displaying hospitality.
- Efficiently managed high customer volumes by accurately preparing and serving meals and beverages.
- Operated point-of-sale systems to handle transactions, manage cash, and provide accurate change.

- Maintained cleanliness by sweeping, mopping, washing dishes, and sanitizing workstations, tables, and chairs.
- Demonstrated a professional demeanor and energetic attitude while collaborating with team members and assisting customers.

### **Van Der Hans Residence / Babysitter**

February 2022 - June 2022, Harlem, NY

- Provided attentive childcare for two toddlers, ages 2 and 3, following parents' schedules and dietary guidelines.
- Prepared nutritious meals and snacks while ensuring a safe and engaging environment.
- Developed innovative and educational games using arts and crafts.
- Took children to parks and playgrounds for active playtime.
- Assisted with household maintenance, including cleaning and organizing to reduce parental workload.
- Engaged children in reading, playing, and educational activities to introduce fundamental learning concepts.

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## **Education**

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**Bachelor's Degree** – Business Management (Expected Graduation: May 2027) The City College of New York, 160 Convent Ave, New York, NY 10031

**High School Diploma** (Graduated: June 2023)  
High School for Health Professions and Human Services, 345 E 15th St, New York, NY 10003