

WILLIAM J. HERNANDEZ

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EDUCATION

Georgia State University, J. Mack Robinson College of Business

May 2020

B.B.A Computer Information Systems – concentration in Data Analytics & Cybersecurity

Georgia State University, Perimeter College

August 2017- July 2018

Associate of Science – Business Administration

GPA: 3.17

SKILLS

- Series 7
- Series 63
- Equity Edge Online
- Microsoft Office
- Risk Mitigation
- Cash Handling
- Effective Communication
- Bilingual: English and Spanish

PROJECT EXPERIENCE

E*TRADE Financial - Website Design and Improvement

- Communicated directly with client C-suite to gain insight in regards to current website
- Analyzed data and feedback to redesign and innovate E*TRADE's Stock Plan client user interface
- Collaborated with research and development team to implement pertinent solutions

JP Morgan Chase - Convenient banking options promotion

- Migrated clients from lobby to digital self-serve stations resulting in optimized client wait time
- Taught customers how to use ATM effectively and promote 24/7 accessibility
- Increased ATM usage by 120% over a quarter

LEADERSHIP

- WIT(Women In Technology) member – Volunteer and Events Committee
- Association for Information Systems Student Chapter
- PantherHackers
- HackGSU

VOLUNTEER ACTIVITIES

- Habitat for Humanity Volunteer
- Light the night Volunteer
- Superhero Run Volunteer and Participant

EXPERIENCE

E*TRADE Financial - Equity Compensation Stock Broker

March 2016- October 2018

- Educated ~3,000 corporate employees on equity compensation packages to empower wealth management
- Devised training curriculum for Stock Plan Associates onboarding
- Coordinated 3 week-long onboarding sessions over the course of a month

JP Morgan Chase- Lead Teller Operation Specialist

April 2014- March 2016

- Supervised 3 tellers and approved high cash transactions up to \$250,000
- Rectified functional errors and balanced physical currency on 4 branch ATMs while maintaining a revolving \$200,000 cash-level per machine
- Executed custodial responsibilities for bank vaults including cash flow management and oversaw currency shipment on a daily basis