

IVONNE DIAZ
22 73rd Street, #6
North Bergen, NJ 07047
Home: (201) 766-1181 / Mobile: (917) 969-0711
ivonnediaz2004@optonline.net

SUMMARY

- An accomplished candidate with extensive experience in working closely with senior level management, building department relationships, and superior multitasking talents.
- An accomplished manager with extensive experience building successful customer service teams and providing effective leadership to meet customer needs.
- Maintains focus on achieving bottom-line results while creating and implementing best solutions to meet line of business and customer needs.
- Strong in planning, designing, and implementing service initiatives. Skilled at partnering with internal and external vendors and building vendor partnerships in negotiating for best services.
- Recipient of numerous prestigious awards for Excellence in Customer Service and Diversity Values.

PROFESSIONAL EXPERIENCE

JPMorgan Chase & Company, New York, NY **1988 – 2006**
Investment Bank - Market Data and Information Technology Research Services

Vice President / Customer Service & Product Manager **2000 – 2006**
Global bank wide market data and industry information
Promoted to Vice President.

- Saved the bank over \$700k in annual expenses related to Information Technology (IT) Research services by negotiating vendor contracts and at the same time meeting needs of management.
- Created and implemented effective marketing strategies to promote cost-effective services. Resulted in replacement of higher-costing products by 60%.
- Introduced new products to JPMorganChase users and Line of Businesses, and coordinated open house and vendor events to provide service awareness, increasing usage by 10%.
- Coordinated comprehensive product support to senior level management in New York and Out-Field locations.
- Partnered with line of business to develop an improved service tracking system to monitor customer problems and meet future needs effectively.
- Evaluated products in search of effective ways to help bring order and efficiency to client support desk to meet customer satisfaction.
- Supported functions and new infrastructure for RIM Blackberry devices. Kept abreast of new wireless technologies and evaluated how features could be effectively utilized by businesses.

Assistant Vice President/Client Service Manager **1996 – 2000**
Global Technology Information

- Led a team of four customer service analysts to meet department requirements.
- Built outstanding service supporting customers' bank wide with over 3000 users annually.
- Mentored/Coached service staff in all New York locations which resulted in meeting 100% customer satisfaction.
- Motivated staff with creative incentives which resulted in a smooth workflow and better customer service.
- Communicated department procedures and pending issues to the next shift for seamless customer service.
- Implemented all department documentation used for Training; Presentations; Product Announcements; and Desk drops to all clients.
- Oversaw merger related moves to assure a successful transition for products.

Customer Service Training Team Leader **1994 – 1996**

- Managed the training, development and daily performance of the service staff.
- Administered group and one-on-one on site training for new and existing customers to bring product awareness.
- Daily interaction with corporate customers regarding market data service needs.
- Directed the implementation of a paging system (Skytel) for the technical team.
- Awarded Service Star for Outstanding Customer Focus. Received the Excalibur Award given by the Chairman of Chase Manhattan Bank.

Word Processing Operator **1988 – 1994**

- Coordinated work deadlines to meet quality and control.
- Prioritized the handling and completion of all rush jobs.
- Typed and completed all rush jobs for high level management.
- Partnered with department liaisons to ensure work accuracy.

JCPenney Company, New York, NY **1982 – 1988**

Retail Headquarters - Word Processing Center

Word Processing Operator

- Typed all rush jobs for company departments and management.
- Partnered with department liaisons to prioritize all word processing jobs.
- Coordinated word processing job deadlines to meet department satisfaction.

EDUCATION

Marymount Manhattan College, New York, NY

BA, Business Management / Expected date of graduation June 2008

Cornell University, New York, NY **1993 & 1994**

Undergraduate Business Certificate

Bronx Community College, Bronx, NY **1982**

AAS, Adult and Adolescent Teaching

ACTIVITIES

- Annual Volunteer work with Colgate-Palmolive in their National Dental Association to support the Bright Smiles, Bright Futures community outreach program – On-Going
- Volunteer work with Fairleigh Dickinson University, SAP Global Marketing, Race for the Cure, as well as offering aid for the homeless adults and children – On-Going
- Team Captain of Chase Global Day of Service: Planned, Created, and Implemented a Halloween Party to entertain 150 children – October 2004
- Marymount Manhattan College selected my Advertising “Coach” Presentation Project for the Honors Colloquium – March 2004
- Tutored High School Seniors on the importance of continuing education and reasons to donate blood – June 2002
- Guest Speaker for the Cornell University-Off-Campus graduates, parents and managers – June 1994
- Managed Little League Baseball Team to keep children off of the streets – Summers 1994 - 1999
- Project picked for the Project Editor for Community articles about Facts of Life with “Youth Today” – July 1993
- Youth Program Coordinator: Administered trips and daily activities to keep “Latchkey” children occupied during working hours – Summer 1992