

SANTIAGO O´ BRIEN

Santiago María O´Brien
santiago.ob@hotmail.com
(+54) 11 2791 8933
Villa Ballester, Buenos Aires
15/12/1988

LANGUAGES

- English (Nivel C1)
- Portuguese (Nivel B2)

DIGITAL SKILLS

- Lotus Notes / Bootstrap
- Microsoft Office
- SAP
- HTML5 / CSS3
- PHP / Javascript / MySQL
- Font Awasome
- MS Office

EDUCATION AND TRAINING

BACHELOR OF BUSINESS ADMINISTRATION
National University of Buenos Aires
2020 - Present

BACHELOR IN ECONOMICS
José Hernández school
Villa Ballester

WORK EXPERIENCE

CLAIMS & BILLING AGENT
FLUID TRUCK CO.
03/2024- 02/04

- *Check and approve of invoices*
- *Analyze, approve and follow up on payment plans for customers in debt*
- *Check and retry of cash in the declined transactions unpaid*
- *Prepare evidence and follow up on bank disputes with customers who disputes charges.*

ADMINISTRATIVE ASSISTANT
SANTANDER BANK(Lisboa, Portugal)
03/2023 - 03/2024

- Analysis of the different levels of customer arrears.
- Contact with customers and debt collection management according to the bank's quality standards.
- Analysis and offer of different plans to customers in order to regularize debt.
- Requesting and analyzing the veracity of supporting documentation in order to perform credit analysis.

CLIENT FINANCIAL MANAGMENT (TEAM ITALY)
ACCENTURE ARGENTINA
07/2018 - 02/2023

- Analysis of forecasts for new and ongoing contracts (Collections/Revenues/Costs).
- Analyze and do accounting entries in order to have the accounts in line with the work done.
- Contact and support with the team working in contact with customers in Italy
- Creation in SAP of new customers/contracts.
- Verification and approval of new contracts
- Approval of invoices to be issued to customers.



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WORK EXPERIENCE

BACK OFFICE ANALYST

BANCO HSBC
12/2015 - 07/2017

- Analysis, preparation and approval of plans offered by the collection call area.
- Adjustment and write-off of erroneously charged balances on credit cards.
- Preparation of English summaries of special refinancing for approval by the regional head.
- Support to the call centre area and external sectors.

TELECOOPER

BANCO HSBC
10/2011 - 12/2015

- Telephone contact with customers in arrears (early, medium and late)
- Enquiry about the customer's situation and the possibilities of regularisation
- Offer and explanation of different refinancing or restructuring plans to settle the debt.
- Application of the callmodel in each of the communications.
- Participation in the implementation and testing team of the bank's new platform.

GREETER

BANCO HSBC
04/2010 - 10/2011

- Personalised customer service Advice on the use of automatic means (cash dispensers and self-service)
- Telephone and personalised sales of different banking products (credit cards and insurance in general).
- Assistance to employees of personal banking, corporate banking and investment accounts.
- Manual loading of new customers' product applications.
- Loading the system for the purchase/sale of company cheques.
- Control of the day's safe. Preparation and control of fixed term fixed balances.

CHARGEBACK ANALYST

LEDESMA S.A.A.I.
01/2009 - 10/2009

- Management of collections of invoices that are about to fall due.
- Preparation of credit and debit notes.
- Preparation of weekly reports on everything that is collected.
- Release of orders.