

MS

MELVYN

SOSA CORREA

CONTACT

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LANGUAGES

Spanish — native

Italian — native

English — C1

KEY STRENGTHS

- Client management
- Document control
- Process & data analysis
- Advanced Excel
- Operational coordination
- Problem solving under pressure

TOOLS

Advanced Excel (pivot, lookup)

Office 365

Reporting & data analysis

LICENCES

Driving licence C · CQC goods

Melvyn Alberto Sosa Correa

BANKING OPERATIONS CANDIDATE

Client management · Document control · Process analysis · Process improvement

PROFILE

Candidate for roles in banking operations and financial back office, with experience in client management, document control, process analysis and operational coordination. Business Management graduate, currently enrolled in a Master's in Banking & Risk Management. Seeking a junior role where I can contribute with accuracy, exception handling and process focus.

PROFESSIONAL EXPERIENCE

APR 2023 — PRESENT

Delivery Driver & Client Liaison — Lavanderia Adriatica S.r.l., Torviscosa (UD), Italy

Independent management of the daily delivery route for commercial clients; goods and documentation control, service continuity and punctuality.

OCT 2022 — APR 2023

Warehouse Operations Analyst — DL Services, Udine, Italy

Monitored warehouse flows and analysed data to identify operational inefficiencies and propose improvements.

SEP 2022 — OCT 2022

Department Supervisor — MTL, Udine, Italy

Managed operational priorities and corrective actions in a high-variability environment with tight deadlines.

APR 2022 — SEP 2022

Department Supervisor — Fiege, Pavia, Italy

Coordinated the department, monitored process issues and acted before they could affect the end client.

APR 2022 — JUL 2022

Data Analyst & Research Intern — Research and Business Development Center, Rexburg, ID (USA)

Collected and analysed data supporting research and business development; quantitative analysis applied to real decisions.

NOV 2020 — APR 2022

Department Supervisor — UCSA, Pavia, Italy

Coordinated support-department operations and priorities; anticipated problems before escalation.

JUN 2019 — DEC 2021

Assistant Tour Leader & Communication Liaison — Cruise Builder Ltd., Lehi, UT (USA)

Aboard Costa ships in the Mediterranean: excursions, guest management, coordination with ground suppliers, complaints and schedule changes in three languages.

NOV 2017 — JUL 2018

Session Coordinator (Volunteer) — National event, Italy

~9 months preparing an event with around 600 participants and staff: logistics, registrations, volunteer coordination, operational supervision.

NOV 2014 — NOV 2016

Full-time volunteer — Volunteer service, Northern Italy

Daily work with people from diverse backgrounds, autonomous management of time and objectives, constant adaptation to different settings.

EDUCATION

Master's in Banking & Risk Management — Rome Business School, Rome | 2025 – 2026

Focus: banking operations, regulatory compliance, credit risk and fintech.

B.S. in Applied Business Management — Brigham Young University – Idaho, Rexburg, ID (USA) | 2018 – 2023

Accounting, finance, strategy, quantitative analysis. Qualification verified by CIMEA.

Diploma in Marketing and Finance — ISIS E. Mattei, Latisana (UD), Italy | 2025 – 2026

I authorise the processing of my personal data pursuant to Regulation (EU) 2016/679 (GDPR) for recruitment purposes.