

ALEX DANSO

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PROFESSIONAL SUMMARY

Detail-oriented Financial Operations professional experienced in managing high-volume account maintenance, transaction processing, and complex document validation. Proven ability to navigate multi-queue workflows and resolve account discrepancies while consistently meeting strict daily SLAs. Strong focus on maintaining exceptional data accuracy and upholding rigorous quality compliance standards.

CORE SKILLS

- Financial Operations
- Data Validation & Reconciliation
- Transaction Processing
- Microsoft Excel
- Documentation Review
- Operational Risk Management
- Account Maintenance
- Queue & Case Management
- SLA Compliance

PROFESSIONAL EXPERIENCE

BNY · Financial Operations Analyst I (Contract) | Berwyn, PA **April 2026 - Present**

- Execute high-volume operational workflows supporting Tier-1 institutional clients, processing 90+ account reinstatements and 50–100 risk-based account freezes daily while consistently meeting strict SLA requirements.
- Investigate transaction discrepancies, reconcile account activity, and resolve operational exceptions to maintain accurate client records and minimize operational risk.
- Manage incoming service requests through Zendesk, utilizing Archer and internal banking systems to process account maintenance, document requests, and operational updates.
- Perform detailed data validation and document review to support accurate transaction processing and institutional account servicing.

Vanguard · Account Processor | Malvern, PA **April 2024 - April 2026**

- Processed high-volume account onboarding requests by reviewing and validating legal and financial documentation, including Trusts, Estates, and Letters of Testamentary.
- Selected for the Quality Audit team based on consistent processing accuracy to review peer work, identify errors, and uphold quality standards.
- Coordinated cross-functional workflows to facilitate asset transfers, resolve documentation issues, and maintain compliance with established procedures.
- Consistently met productivity and accuracy goals while processing 70+ client accounts daily in a fast-paced operational environment.

West Shore Home · Inside Sales Rep | Mechanicsburg, PA **March 2023 - May 2023**

- Managed high-volume inbound and outbound customer interactions, accurately documenting customer information and maintaining detailed CRM records.
- Coordinated appointment scheduling and routed qualified leads to the appropriate sales teams, ensuring timely follow-up and efficient workflow management.

EDUCATION & CERTIFICATIONS

Messiah University – Coursework in Business Fundamentals **Aug 2018 – May 2020**

CareerFoundry – Professional UX Design Certificate **Aug 2024 – Mar 2025**

Microsoft – Advanced Excel Certification In Progress **June 2026 - August 2026**