

SUSANA KURI MARSCH

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Relationship Management – Research & Analysis – Creative Problem Solving – Presentations – Deadlines

Resourceful and energetic professional experienced in researching, analyzing, and synthesizing complex information in fast-paced, time-sensitive environments. Active listener; identifies clients' needs and delivers solutions while elevating customer satisfaction levels. Fluent in written / spoken English, Spanish, and German; holds degree in International Business Management with emphasis on marketing strategies, trends & forecasting, and cost analysis. Positive attitude is enhanced by flexible nature, international perspective, and ability to see the big picture while remaining focused on the details. Legal Status: naturalized US citizen.

Summary of Qualifications

Customer Service – Presentations – Interpersonal Skills – Teamwork – Creative Concepts – Analytical Skills
Written & Spoken Communication Skills – Fluent in English, Spanish, and German – High Technical
Aptitude

Professional Experience

AUTHOR AND ARTIST

Present

- Author of “Rust: A Ghost Mystery Novel”
- Author of the blog and website: The Tarot Stories, www.susanakmarsch.com
- Currently working on a novel and compilation of short stories.
- **Painter:** Studied studio arts with Mexican artist, Ana Maria Guardia
 - Focuses on Acrylics, Mixed Media and Digital Art
 - Illustrates the blog and website: The Tarot Stories, www.susanakmarsch.com
 - Creator of literary videos for social media.

BANK OF NEW YORK MELLON, Boston, MA

2009 to 2015

Global Income / Tax Specialist for the Italian Market

Process payment of dividends on bonds and equities while ensuring tax rates are correctly applied; file tax reclaims on behalf of clients in the Italian market; work closely with clients and representatives to resolve all issues efficiently.

- Process payments of bonds and equities for non-Italian global clients investing in the Italian market:
 - Collaborate with agent in Italy to ensure clients are correctly paid, that clients and agents are paid equal shares, and that tax rates and interest match.
- Manage market specific regulations and procedures regarding tax exemptions on bond purchases and related documentation.
- Ensure that dividend taxes are based on documentation submitted:
 - Work directly with market documentation team and Italian agent bank to rectify payments.

Select Achievements:

- Instrumental in cutting annual losses from multiple millions in USD to zero:
 - Developed procedure that increased efficiencies while preventing unforeseeable issues from arising.
 - Collaborate with supervisor to resolve emerging issues and ensure past problems are eradicated.
- Resolve client and team inquiries within 24 hours; collaborate with concerned teams to resolve all issues.
- Identify workflow and process problems; recommended method resolving confusing in processing cash items for India team; senior management is currently considering implementing process.
- Advise client service officers with strategies on how to resolve issues with other foreign markets.
- Received three achievement awards since 2009.

INDEPENDENT CONTRACTOR, Boston, MA

2006 to 2009

Undertook temporary assignments for Accountemps; performed consultant and executive assistant roles in the legal, educational, and financial industries; quickly assimilated into company culture.

- Assisted the staff writer for Chief Financial Strategist at Massachusetts Financial Services:
 - Collected financial data and designed CFS's PowerPoint presentations.
- Completed a 13-month assignment as Consultant for non-profit organization, Citizen Schools:
 - Ran background checks on volunteer candidates, and maintained database of volunteer applications.

NATIONAL COUNCIL OF SCIENCE & TECHNOLOGY, Mexico City, Mexico
Consultant / Division of Politics & International Cooperation

Aug 2006 to Feb 2007

- Assisted in elaboration of the closing reports for the end of President Vicente Fox's administration.
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Education **International Business Management, 2006**
Universidad Anáhuac, Mexico City, Mexico
Certificate of Proficiency in English, 2000
University of Cambridge (CPE), Mexico City, Mexico

Interests **Dancing:** Ballroom, East Coast Swing, Argentine Tango
Books: Interested in all subjects. Attends Igo Mystery Book Club and Club de Lectura every month at John Igo Library.
Film: Has no genre favorite, but loves Film Noir, Foreign and Classic Film.
Attends many cultural events in San Antonio and surrounding areas.