

Franklin Saldana
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Bronx, NY

PROFESSIONAL SUMMARY

People-focused writer and service professional interested in creating work that helps others through communication, storytelling, and service. Experience across banking, caregiving, customer support, and editorial media, with a strong focus on clarity, connection, and community.

EDUCATION

Studied Computer Information Systems, New York City College of Technology
2018–2020

Studied Business of Cannabis, LIM College
2022–2024

SKILLS

Customer Service: Communication, relationship-building, team collaboration, fast learner
Technical: Microsoft Excel, Microsoft Word, PowerPoint, Google Docs Language: Spanish

EXPERIENCE

Bank Teller, CitiBank; Bronx, NY | Feb 2025 – Present

- Process daily client transactions with accuracy and professionalism
- Educate customers on account options, digital tools, and financial products
- Build client relationships through clear and reliable service

Personal Care Assistant, N&J Home Care; New York, NY | Feb 2022 – Present

- Support daily living needs, hygiene, medication routines, and appointments
- Maintain safe and clean-living environments for patients
- Report concerns to supervisors to support quality care

Recovery/Fitting room assistant, Macys; New York, NY | Nov 2024 – Feb 2025

- Assisted customers with questions about products and store navigation.
- Kept fitting rooms cleaned and organized different items from the store
- Stayed up to date with new sales and encouraged customers to take advantage of Macys credit cards.

Editorial Intern, Honeysuckle Media; New York, NY | Feb 2024 – Jun 2024

- Attended events and wrote article recaps
- Recapped interviews in article format
- Built connections across media and cannabis industry spaces

Cashier, Empire Cannabis Club; New York, NY | Jul 2022 – Sep 2023

- Processed transactions and balanced the cash drawer accurately
- Informed customers about promotions and product options
- Educated customers on cannabis products, including THC and CBD items

Office Assistant, SoBro; Bronx, NY | Jul 2022 – Dec 2022

- Supported outreach projects, scheduling, data entry, and team communication
- Maintained spreadsheets and organized office records

Fire Alarm Inspector, Functional Systems; Dix Hills, NY | Jun 2021 – Nov 2021

- Inspected fire systems and equipment to ensure compliance
- Prepared service reports and identified code-related issues

Barista, Starbucks; New York, NY | Nov 2019 – Jan 2020

- Managed customer service during high-volume shifts
- Handled register operations and restocking

Restaurant Crew Member, Chipotle; New York, NY | Jun 2018 – Nov 2018

- Provided customer service, prepared food, and processed payments
- Maintained clean and organized service areas