**

Rosibel Rosales Boniel

Dubai l United Arab Emirates l [*arbie.boniel@yahoo.com*](mailto:arbie.boniel@yahoo.com)

**CAREER TARGET: Administrative Officer/ Office Assistant; OR**

**Bank Teller/Customer Service Representative;**

# PROFILE

An experienced Office Admin Assistant / *Bank Teller/Customer Service Representative.* An adaptable and responsible professional also seeking an entry-level position in Administrative type of job which will develop more the skills and knowledge in an office environment.

During my degree I successfully combined my studies with work and other commitments showing myself to be self-motivated, organized and capable of working under pressure. I have a clear, sound mind with a practical approach to completing my tasks on time. I enjoy working on my own initiative or in a team. Proven ability to handle a diverse customer base, resolve problems and process transactions quickly and accurately ensures increased productivity and efficiency. To summarize, I am reliable, trustworthy, hardworking and eager to learn with a genuine interest in working in a Bank as a Teller/Customer Service Associate, or to work in a good organization as an Administrative Assistant/Officer.

Academic Qualification

* **Bachelors Degree**: Bachelor of Science in Business Administration major in Marketing

*Asian College of Science and Technology (ACSAT): Philippines- S.Y. June 2007 – March 2011*

Career Experiences

**ADMIN CLERK (Internship)**,*June 2015 – Present*

**Lufthansa Technik Middle East***, Dubai Airport*

* Provided general administrative and clerical support.
* Compiled and maintained records of business transactions and office activities of establishment, or similar clerical duties and utilizing knowledge of systems or procedures: Copies data and compiles records and reports.
* Maintained records and updating databases, sorting and handing out post, photocopying and scanning documents.
* Maintained office supplies inventory.

**ADMINISTRATIVE OFFICER**,*April 2014 – May 2015*

**Oro Solid Company***, Philippines*

* Performed administrative and office support activities which includes handling telephone calls, receiving and directing visitors, presentations, filing and data entry.
* Maintained meetings schedules and calendars. Managed bookings i.e. Owner’s business trips.
* Ensured standard office maintenance; calling for repairs and maintained required office equipments.
* Maintained office supplies inventory by checking stock to determine inventory level.
* Resolved billing inaccuracies; prepared billing invoices for customers and ensures accurate invoices.
* Secured and booked a suitable venue or location for product promotion or events, coordinated venue management, caterers, stand designers, contractors and equipment hire.

**SELF-EMPLOYED (Family Business)**

*January 2013 – May 2015, Cagayan De Oro City – Philippines*

* Run a small family-owned business.
* In-charge of the general operation of store, making sure it runs smoothly, and met any budget or sales goals.
* Ensured all merchandise is stocked and displays are attractive, priced correctly, and displayed in a safe manner.
* Researched similar businesses to determine competitive advantages.
* Maintained all records, managed accounts; prepared financial statements/reports.
* Regularly monitored cash over/short; inventory shrinkage.
* Had the physical ability to perform all duties of a store cashier.

**BANK TELLER/CLIENT SERVICE ASSOCIATE (Fast Teller)**, *October 2011- January 2013*

**Banco de Oro (BDO) Metro Manila***, Philippines*

*Accurately and efficiently process and record routine transactions for bank customers including cashing checks, accepting deposits and withdrawals, processing loan payments and money transfers. Promote and advise on the bank's products and services.*

* First point of contact for customers to assist them in their bank transactions.
* Received and count working cash at beginning of shift.
* Identified customers, validated and cashed cheques.
* Accepted cash and cheques for deposit and checked accuracy of deposit slip.
* Processed cash withdrawals.
* Performed specialized tasks such as preparing cashier's cheques, personal money orders; issued traveler's checks and exchanged foreign currency.
* Performed services for customers such as ordering bank cards and cheques.
* Received and verify loan payments, mortgage payments and utility bill payments.
* Recorded all transactions promptly, accurately and in compliance with bank procedures.
* Balanced currency, cash and cheques in cash drawer at end of each shift.
* Answered inquiries regarding checking and savings accounts and other bank related products.
* Attempted to resolve issues and problems with customer's accounts.
* Initiated and open new accounts.
* Explained, advised on and promoted bank products and services to customers.
* Identified referral opportunities and make relevant referrals.
* Ensured compliance with all internal controls and established policies and procedures.

**MAJOR ACHIEVEMENTS & AWARDS:**

*“BDO Smart Frontliner of the Month, September 2012”* & *“BDO Fast Teller of the Month, December 2012”*

ADMINISTRATIVE/MARKETING ASSISTANT, *April 2011 – September 2011*

**Bank of the Philippine Islands***, Philippines*

* Delivered excellent customer service at all times.
* Provided administrative support to the Event Marketing department.
* Assisted in organizing events and campaigns for Online and Mobile banking.
* Assisted in photocopying, printing and distribution of all marketing materials as necessary including brochures, presentations, banners, and other promotional items.
* Maintained strong relationships with internal and external clients.
* Maintained safe and clean office area by complying with procedures, rules, and regulations.
* Screened, answered and forwarded phone calls.
* Performed other admin duties assigned by Line Manager.

LOAN ADMIN PROCESSOR, *November 2009 – October 2010*

**Enterprise Bank, Inc***., Philippines*

* Served as initial point of contact for the program, act as a liaison between borrower and lender; provided customer with timely and periodic status updates of their loan application.
* Collected required documentation from applicants and followed up on missing items, established, maintained, and updated files, databases, records, and/or other documents for recurring internal reports, order credit reports, and title reports.
* Gathered all appropriate information to open account and educate account holders on company or bank policies.
* Kept accurate records on all accounts.
* Maintained the confidentiality of information and ensure information security measures.

ADMIN ASSISTANT, *October 2008 – November 2009*

**Oro Chamber of Commerce***, Philippines*

* Performed administrative support tasks such as data entry and filing.
* Answered telephone calls, arranged appointments; taking messages, organized and prioritized workloads.
* Ensured all events and operations are all set from invitations, programs, event site and other needed materials.
* Developed and maintained an effective filing system so as to ensure speedy retrieval of information.
* Ensured that all stationary supplies are maintained and kept tidy the reception area.
* Maintained the confidentiality of information and ensure information security measures.

SALES REPRESENTATIVE, *June 2006– June 2007*

**SM City** (Shopping Mall)*, Philippines*

* Solicited orders from new, prospective and current clients in the assigned areas; provided samples, catalogs and pictures of the products; sold manufactured home decor, accessories and related fashion products; participated in product launches; listened to customer concerns and addressing any product issues; developed new customers to enlarge the client base.
* Ensured that promoted products are displayed properly.
* Achieved set target, monthly and annually.

SALES REPRESENTATIVE, *May 2005 – May 2006*

**Sureway Promotion Agency (Bayer)***, Philippines*

* Ensured to educate physicians, pharmacists, health care facilities and consumers about new pharmaceutical products.
* Regularly call on health care professionals (*primary care physicians, clinics, hospitals and pharmacies*) within a specific geographic area.
* Organized regular promotions; tracked and distributed sample products to health care professionals.
* Maintained in achieving sales target, monthly and annually.

SALES EXECUTIVE, *April 2004 – April 2005*

**Globe Telecommunication Center**, *Philippines*

* Approached potential customers with the aim of winning new business, as well as maintaining good relationships with clients, making repeat sales to company’s existing customers.
* Listened to customer requirements and presenting appropriately to make a sale; maintained and developed relationships with existing customers in person and via telephone calls and emails.
* Gathered market and customer information; Arranged and managed exhibitions, events and demonstrations.
* Achieved more than quota limit, monthly and annually.

Professional Trainings

* *Banco de Oro Unibank, Inc. Anti Money Laundering Seminar and Training I, (BSP), October 2011*
* *Banco de Oro Unibank, Inc. Anti Money Laundering Seminar and Training II, (BSP), November 2011*
* *Banco de Oro Unibank, Inc. Signature Verification Seminar and Training (BSP), October 2011*
* *Effective Office Practice for Cash managing or Tellering, October 2011*

Personal Details/Competencies

**Qualification Highlights:**

* Over eight (8) years-experience in Admin, Sales, and Marketing in different industries such as Banks / Financial firms, Pharmacies, Retail, Telecommunications, and Hardware & Auto Shop.
* Knowledge in Microsoft Office applications: Word, Excel, Power Point, MS Outlook
* Fluent written and verbal English communication skills.
* Passionate in learning, and can adapt in a fast-paced environment; Quick learner, open minded and can adapt with new tasks and processes.
* Exceptional customer service acumen and strong business focus.

*Birth date: 22nd July 1987*

*Marital Status: Single*

*Gender: Female*

*Nationality: Filipino*

*Visa Status: Tourist Visa, Expiry Date: 22nd February ‘16*