*“To utilize the best of my skills and abilities to driving operations through a highly motivated, productive team player with special focus on implementation of quality processes and systems to achieve short-term and long-term goals of an organization”*

**PROFESSIONAL RUN THROUGH**

* **Extensive experience in office support at different management levels in Administration, Service Provider Industry such as Business Banking, Immigration, Recruitment, Sales & Marketing, Life and Health Insurance Professional.**

**SCHOLASTICS**

***Diploma in Computer Technician Course (C.T.C.)***

***University of the East, Philippines***

***1995-1997***

* **Strong Management and Leadership skills**
* **Exceptionally well organized with a tract record that demonstrates motivation, creativity and initiative to achieve both personal and corporate goals.**
* **Advanced skills in research, analysis and mentoring of subordinates.**
* **Effectively applies teaching methods and facilitate trainings**
* **Ability to delegates and institute creative improvements**
* **Robust experience with planning and strategic analysis.**
* **Excellent communication and correspondence skills (spoken and verbal)**
* **Highly motivated self drive individual recognized for promoting operational effectiveness and consistent in achieving sales targets.**

**AREAS OF EXPERTISE**

**Office Administration**  **Business Banking** **Customer Service**  **Business Development** **Sales & Marketing**  **Life Insurance**

**OCCUPATIONAL CONTOUR**

**Noor Bank (UAE) March 2015 – February 2016**

***Senior Relationship Officer***

* Carries out administrative and accounting duties in a financial institution by organizing and coordinating banking services.
* Serves customers by selling products; meeting customer needs.
* To ensure registration of all services of existing accounts complied with regulatory and bank’s policy, safely keep all legal documents under dual control system, by planning and organizing daily work tracking sheets and reports.
* To review relevant reports to send to Line Manger and provide adequate documentation for report preparation, control over proper filing of documents and reports.
* Focuses sales efforts by studying existing and potential volume of customers.
* Keeps management informed by submitting activity and results reports, such as daily call reports and weekly work plans.
* Monitors competition by gathering current market information on pricing, products, new products, rates, processing fees, and promotions.
* Responsible for increasing or maintaining bank deposits. This may mean developing programs that use incentives to increase the number of bank customers or developing programs that encourage new customers to invest in the bank.
* Recommends changes in products, service, and policy by evaluating results and competitive developments.
* Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.
* Maintains professional and technical knowledge by attending educational workshops; trainings and inductions.
* Provides historical records by maintaining customer records on sales.
* Contributes to team effort by accomplishing related results as needed.
* Scans application forms, sends email to different clients as per requirements and liaise with all departments concerning Sales and Administration works.

**COMMERCIAL BANK OF DUBAI June 2013 to February 2015**

***Relationship Officer***

* Manage customer arrivals to maximize relationship building opportunities.
* Improving the overall customer relationship, delivering reliable administrative support and customer service.
* Acknowledging customers promptly and treating them in a courteous manner.
* Finding out what information, products or services the customer requires to meet his/her needs, providing clear, accurate and relevant information.
* Maintaining a strong knowledge of products of the company.
* Assist in the analysis of customer trends to enhance sales and service management process and pre-requirements.
* Sales activity planning, including reviewing existing customer files to identify sales opportunities.
* Scans application forms, sends email to different clients as per requirements and liaise with all departments concerning Sales and Administration works.
* Receives incoming and outgoing calls from customer’s inquiries and update further information about banking products.
* Performs miscellaneous and all administrative job-related duties as assigned.

**HM – MPC COOPERATIVES, INC June 2011 – Feb 2013**

***ADMINISTRATOR***

* Perform the day to day processing of financial transactions to ensure that municipal finances are maintained in an effective, up to date and accurate manner.
* Receive and verify invoices and requisitions for goods and services
* Verify that transactions comply with financial policies and procedures
* Data enter invoices for payment, process backup reports after data entry and manage the weekly cheque run records all for mailing
* Provide administrative support in order to ensure effective and efficient office operations
* Maintain inventory files and monitor proper order office supplies. Prepare purchase orders as needed.
* Maintain a filing system for all financial documents and ensure the confidentiality and security of all financial and employee files.
* Perform other related duties as required

**COCOPLANS INC. / COCOLIFE PLANS INC. June 2009 – May 2011**

***Business Development Administrative Officer***

* Responsible in delivering high sales production through a one on one presentation with customers.
* Coordinate any marketing campaigns to prospects, trains and do presentations through different modules such as company portfolios, MS Applications and PowerPoint
* Demonstrate business planning skills to achieve monthly targets and prepares reports and tracking sheets to maintain accurate files and records.
* Checks and do proper filing of all applications, organize all documents to be filled out by the client before submitting it to the Customer Service Officers.
* Do prospecting and client servicing by field work and telemarketing.

**EMIRATES ISLAMIC BANK –DUBAI Nov 2008 – Jan 2009**

***Credit Card Executive***

* Responsible to deliver Islamic credit card sales and achieve daily, weekly and monthly individual target.
* Meets potential customers and do prospecting.
* Attends general meetings and Team trainings.
* Sets appointment and do presentations of multi banking products like personal account opening, Islamic credit card, loans, etc. with clients.

**DUBAI WORLD TRADE CENTER Dec 2006 - Oct 2008**

***Front Office Guest Relation Associate/Admin Officer***

* To ensure the front office desk, lobby, entrance and lifts are clean, neat and tidy ay at all times.
* Deliver mails, messages and parcels speedily and efficiently when requested.
* Assisting guests by offering to carry luggage or correcting whenever necessary.
* Ensuring that luggage is correctly and speedily distributed upon arrival and upon the guests departure.
* Ensuring all luggage’s are placed in the storage room is stored neatly and safely with the proper tag.
* Assist the Front desk Officer in faxing necessary documents and confirmation sheets needed in the system.
* Helps in filling up daily, weekly and monthly documents and charts.
* Preparing all notice boards for the lobby area.
* Giving correct information to respective guests in all hotels activities and events.

**CARITAS HEALTH SHIELD INC. Oct 2005 – May 2006**

***Team Leader / Admin -Telemarketing Officer***

* Deliver the team sales target
* Deliver the required volume of effective coaching
* Deliver client service level of agreements
* Manage and motivate the sales and quality performance of the team
* Ensures delivering individual targets
* Report and distribute management information highlights areas for improvement
* Performs overall administrative tasks in doing daily, weekly and monthly reports.
* Maintains a very effective and accurate system in applications to ensure proper inputs are entered in the system to avoid wrong information.

**CITIBANK PHILIPPINES (JCMAP-Global Cards Corp.) Jan 2003 – March 2004**

***Service Executive***

* Belongs to the Acquisition Department of **Citibank**
* Do telesales activities such as offering new exciting promo’s to new and existing credit card members ( cash loan ,call for cash, balance transfer, etc )
* Provides correct information/ educate customers regarding banking products
* Handles customer inquiries through answering inbound calls
* Responsible for meeting the monthly metrics/quota of the team
* Monitors the line shifting schedules of the telemarketing officers making sure that they follow it on time

**PERSONAL DOSSIER**

Date of Birth : 15 September 1976

Marital Status : Married

Visa Status : Employment Visa

Nationality : Filipino

Languages Known : Tagalog and English

**First Name of Application CV No:** **1665876**

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