Erika

***OBJECTIVE:***

To become an essential factor of company’s growth and development by rendering my skills and creativity

***WORK EXPERIENCES:***

**RELATIONSHIP MANAGEMENT TRAINEE (Classroom Training)**

**CORPORATE BANKING GROUP**

**Metropolitan Bank and Trust Company**

**August – October 2015**

* On-Boarding Program conducted by Subject Matter Experts that includes Relationship Management, Compliance and Taxation, Basic Principles of Credit, Commercial Loans Operations, International Operations, Cash Operations, Treasury, Remittance, Cash Managements and Information Technology Systems Orientation

**CLIENT INFORMATION AND DOCUMENTATION – Account Setup and Initiation**

**ACCOUNT REFERENCE AND DATA SPECIALIST– Senior Team Member**

**J. P Morgan Chase & Co.**

**Manila, Philippines**

**August 2013 to June 2015**

**Overall Responsibilities :**

Works closely with Global Implementation, Service and Operations team to provide flawless

service delivery to client

**Job Responsibilities :**

* Responsible for acting as a liaison between Client Service (Brooklyn and Delaware) and all the operation units servicing clients for BAU related escalations/prioritizations
* Partners with product and CIB colleagues to effectively address client issues that fall outside of internal and client SLAs; raises escalations if needed
* Makes recommendations on process by updating SOP and participates in various department and team projects to exceed client expectations
* Establishes and maintains relationships with internal/external clients at multiple levels in order to effectively assess service levels and work to continually improve the operational effectiveness
* Maintains and closes accounts requested by the Client Service from the client via Implementation Managers and Accounts Product Set-up tools
* Prepares entitlement requests for the client by accomplishing a General Technology Template that will be endorsed to downstream partners
* Gives update to Client Service on a daily basis by updating the share point requests
* Solely handles and processes customization requests for all the newly accounts opened by Fidelity, a VIP client of JPMorgan
* Delegates job to team members by assigning share point requests and sends End-Of-Day report to Senior Management in absence of Team Leader
* Collates and sends processed requests for VIP clients to the Senior Management in Mumbai, Bangalore and Manila

**RELATIONSHIP ASSOCIATE**

**Metropolitan Bank and Trust Company**

**Corporate Banking Group – Commercial Accounts Division**

**Manila, Philippines**

**October 2010 to June 2013**

**Overall Responsibilities :**

Supports Relationship Managers to achieve certain income targets

**Job Responsibilities :**

* Documents all transactions and submits all needed documents for the completion of docs deficiencies of the client
* Handles daily transaction for Loans, Imports and Treasury Departments
* Reminds clients regarding loan payments and collects interests and penalties
* Executes loan bookings, loan maturities, loan and trust receipt re pricing, stand-by letters of credit, credit line certification and bank guaranty
* Monitors movement of client’s transactions to avoid past due penalties
* Files important documents needed by Credit department
* Assists Relationship Managers in making an approval for a case-to-case transaction needed or requested by clients.
* Makes and routes approvals to be endorsed to, and approved by the members of the Executive Committee

***WORKSHOP/SEMINAR/TRAININGS ATTENDED***

**Financial Analysis Workshop**

Metropolitan Technological Park Complex (Metropark)

February 4-9 2013

**Credit Documentation Seminar**

**Metropolitan Bank and Trust Company**

July 16, 2011

**OJT GMA Network, Inc**.

 April – May 2009

**Philippine Arts 162 Literary Workshop**

 SY 2009-2010

**UP Panitikan Word Play**

 February 4, 2009

**Philippine Arts 163 Production Design**

 SY 2008-2009

**Philippine Arts 160 Visual Arts Workshop**

 SY 2008-2009

***SPECIAL SKILLS:***

* Proficient in MS Office applications (Word, Excel, PowerPoint, and Outlook); Internet and email.
* Knowledgeable in Corporate Banking, Finance and Marketing
* Knowledgeable inCredit Documentation, Imports, Trade and Treasury transactions
* Excellent Customer Service Skills
* Typing speed 50 wpm.

***EDUCATIONAL ATTAINMENT***:

**COLLEGE:**

**UNIVERSITY OF THE PHILIPPINES MANILA**

 Bachelor of Arts Major in Philippine Arts, Class of 2010

 Honors and Awards:

 **CUM LAUDE**

 **College Scholar**, 2nd Semester, SY 2009-2010

 **College Scholar**, 1st Semester, SY 2009-2010

 **College Scholar**, 2nd Semester, SY 2008-2009

 **College Scholar**, 2nd Semester, SY 2007-2008

 **CENTRO ESCOLAR UNIVERSITY MAKATI**

Bachelor of Science in Business Administration Major in Management Accounting

SY 2005-2006

***PERSONAL DATA:***

**Nationality :** Filipino

**Date of Birth :** April 6, 1988

**Civil Status :** Single

**Language :** English & Tagalog

[To contact this candidate click this link submit request with CV No](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

 