**RODEL**

**RELATIONSHIP OFFICER**

**Dunia Finance LLC**

* Proactively develop client relationships, anticipate and provide solutions to client needs and give high priority to client satisfaction, with responsibility for meeting or exceeding agreed performance targets and objectives.
* Accurately assess the risk profile, suitability and appropriateness of clients when marketing company products and services by maintaining an accurate and up to date report.
* Accomplish tasks efficiently by showing concern for all aspects of the job, pay attention to detail and ensure that output is delivered at the highest possible standard.Handle client queries of day to day nature via telephone and e-mail. Assist in resolving client problems within the team
* Carry out other duties as reasonably required by management.

**Skills**

|  |  |
| --- | --- |
| * Pleasing and positive attitude * Corporate Communications * Creative Team Leadership | * Confidence and Presentation skills * Good sales and negotiation skills * New Product Launch |

**Trainings / Seminars Attended**

ASIA TRUST BANK

* Banking Laws & Regulation August 2008
* Branch Operations September 2008
* Role of CSO in Sales Planning Mgt May 2010
* Refresher Course on Products & Svcs May 2010
* Anti-Money Laundering Act Seminar March 2011
* Code of Business Conduct & Ethics July 2011
* ICBS Training October 2011

SECURITY BANK

* Sales Caravan & Professional Selling December 2012
* Supervisory Skills August 2013
* Counterfeit Detection Seminar June 2014
* Unit Investment Trust Fund March 2015
* Anti-Money Laundering Act Sem April 2015
* Signature Analysis & Forgery Detection May 2015
* Better Banking Experience August 2015

**Professional Experience**

* **Security Bank** *was The First Private And Filipino-Controlled Bank of the Post-World War II Period.*

**Sales Officer cum Assistant Bank Manager,** September 2012 – September 2015

Responsible for customer acquisition and growth of newly solicited accounts.  
  
***Job Description:***

• Responsible for customer acquisition and growth of newly solicited accounts.

• Responsible for achievement of Pure CASA and cross-selling targets.

• Promotes and markets all products and services of the bank.

• Solicits new clients for the bank regardless of the location of client and branch.

• Maximizes growth potential of acquired clients before it is being transferred to branch’s account management.

• Gathers feedback as well as obtaining data/information with regard to market environment, client needs and competition.

• Assist clients in selection of products and services for their accounts.

• Serves as primary contact of the clients with regard to their financial needs.

• Prepares business correspondences to clients and other units of the bank.

• Assumes other duties and responsibilities that may assigned from time to time.

* **Asiatrust Bank** *is one of the leading development financial institutions in the Philippines.*

**From Teller,** August 2008 to April 2010

***Promoted* to Customer Service Officer,** May 2010 - September 2012

Responsible to respond to a variety of customer requests and inquiries via the telephone, email or in person over the counter.  
  
***Job Description -* Customer Service Officer*:***

* Marketing (Lobby Marketing / Cross-selling)
* Service Delivery
* Opening & closing procedures of Windows Teller
* Account Opening
* Handling of term placements
* Attend to client’s RQC’s
* Accounting functions
* Monthly balancing of outstanding PTD & SSA with GL
* Prepares monthly SOA every 15th of the month
* Prepares schedule of documentary stamps
* Dual Control Functions (vault & ATM combinations, co-custodian of accountable forms)
* Complies with the bank’s policies and procedures
* Clean up of audit findings
* Can do the functions of service head

***Job Description -* Teller*:***

* ­Responsible in accepting over-the-counter transactions such as cash and checks deposits, withdrawals, encashment and miscellaneous payments.
* Performs payroll staffing and disbursement
* Branch lobby marketing and telemarketing of banks products and services.
* End of day balancing of transactions and call-backing of daily transactions.
* Assist the branch cashier in performing ATM replenishment and balancing
* Alternate cash vault custodian
* Assist Customer Service Officer in opening of new accounts.
* Performs other tasks assigned by Branch Manager.

**Technology**

Software : Office (Word, Excel, PowerPoint)

**Education**

**Dr. Filemon C. Aguilar Memorial College**, **City of Las Piñas Philippines**

**Bachelor of Science in Business Administration, 2008**

*Major in Banking and Finance*

**Personal Data**

Age : 29

Date of Birth : 19 January 1987

Birthplace : Pampanga, Philippines

Civil Status : Single

Citizenship : Filipino

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

