**JANICE**

**Career Summary**

* Exceptional knowledge with Consumer Telephone Banking.
* Proven ability to work well with the team.
* Proven experience in the Operations of Retail Banking environment.
* Excellent problem solving skills

**Education**

**Bachelor of Science in Commerce – Management**

Saint Louis University

**Employment History**

**ANZ Global Services and Operations (Manila) Inc. Manila, Philippines**

**Inward Payments-Payments Processing Team Member** **October 14, 2013 –December 31, 2015**

* Process inward payments including RTGS and foreign currencies from Payplus.
* Check Swift message from clients and ensure the original instructions are followed
* Adhering to the internal guidelines and avoid errors while processing payments
* Attending to Queries received from stakeholders and customers and resolving within service level agreement
* Process and verify payments from Internet Banking Portal in Payplus System.
* Performs re-creation of payments
* Have knowledge on Bankers Almanac and Wire House facility.
* Inquires additional information on Payment Static Data.
* Knowledge on Hogan, AU66, AU68 and Web Voucher
* Manually create Swift , RTGS and Book MT’s for instructions received and uploaded in DocFlow

**JP Morgan Chase & Co Manila, Philippines**

**Transaction Processing Specialist March 11, 2013 – August 5, 2013**

* Ensure adherence of operational procedures to complete task in an accurate and timely manner.
* Support the team leader in the objective to provide top quality operations in support of the global business.
* Document procedures and identify requirements for additional controls.
* Provide processing support for effective and efficient delivery of Reconciliations process in Global Fund Services Operation in Manila
* Reconcile various accounts, or reviewing reconciliations prepared by others, and promptly researching and correcting variances.
* Responsible of day-to-day accounting for a group of assigned funds including, calculating/reporting the daily NAV (Net Asset Value) per unit.

**Telephone Banker July 8, 2009 – February 26, 2013**

* Primary objective is to answer , assess, assist and resolve inbound US consumer line customers.
* Comply with all critical and non- critical rules and policies.
* Ensure customer satisfaction
* Resolve customer’s issue and take ownership of every call
* Handle inquiries relating to consumer deposits, financial transactions, and technical support such as online banking enrollment, navigation, and bill pay inquiries.

**ICT Marketing Services, Inc.**

**Customer Service Representative February 5, 2005 – July 3, 2009**

* Assist customers with routine account-related requests such as: funds transfers, automatic funds transfers, stop payments, inquiries about bank deposit products and service charges, inquiries about bank deposit products and service charges, inquiries about ATM and debit card usage.
* Perform for sure all duties along with responsibilities complying with set procedures and regulations.
* Ensure to consistently acquire or exceed productivity and quality established by management.

**Hongkong & Shanghai Banking Corporation July 10, 2002 – December 06, 2002**

**Import/Export Department-Office Staff**

* Compile, copy, sort, and file records of bank documents
* Operate office machines, such as photocopiers, facsimile machines and personal computers.
* Answer telephones, direct calls and take messages.
* Maintain and update filing, inventory and mailing.
* Open, sort and route incoming mail and distribute to stakeholders.
* Deliver messages and run errands.

**Other Skills and Knowledge**

* Proficient knowledge in Microsoft Office (MS Word, Excel and Outlook) and systems including Payplus, Hogan and Wire House.
* Proficient knowledge of International and domestic Payments
* Can analyse problems to get to the root cause
* Results focused with an attention to detail. Motivated and possess a “can-do-it “ attitude.

**Personal Profile**

Date & Place of Birth : November 4, 1979, Philippines

 Nationality : Filipino

 Languages : English and Tagalog

 Status : Single

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