**RHODORA**

**OBJECTIVE:**

To be employed at a competitive company wherein I can use the fullest extent of my knowledge and skills in my chosen career and be able to impart what I have learned and experienced in my previous endeavors.

**SKILLS AND ABILITIES:**

* Ability to accomplish assignments/perform tasks meeting the highest possible standard (i.e. accuracy, thoroughness, timeless & adherence to established policies & procedures.)
* Responsiveness to both external & internal customers needs which contributes to building & maintaining good customer relations.
* Ability to work with minimum supervision.
* Willingness to learn other functions.
* Computer literate.

**EDUCATIONAL ATTAINMENT:**

**TERTIARY LEVEL:**

**Degree:** Bachelor of Science in Business Administration

Major in Legal Management

**School:** Ateneo De Naga University, Philippines

**Year:** 1999 – October 2003

**WORK EXPERIENCE:**

**RECRUITER**

**DS Consulting**

**October 2013 – present**

FUNCTIONS & RESPONSIBILITIES

1. Determines client’s requirements by studying job description and job qualifications.
2. Targets quality applicants through the use of the DS Consulting Data base; by placing job advertisements; using job sites (LinkedIn)
3. Vett all candidates to ensure they meet the job spec requirements in terms of experience and qualifications.
4. Conduct Pre-vetting interviews
5. Arranges management interviews by coordinating schedules.
6. Maintaining the DSC database for easy reference
7. Maintaining the DSC vacancy tracker
8. Manage client relationships / conduct client visits

ACHIEVEMENTS

1. Consistently exceeded quarterly placement budgets

**CUSTOMER SERVICE**

**First Gulf Bank (outsource agency)**

**January 2013 – October 2013**

FUNCTIONS & RESPONSIBILITIES

1. Greet the customer at the branch to answer any possible questions regarding the Bank’s services or products & to give advise as to the best options available.
2. Assists in completing any required documents.
3. Responsible in releasing various documents to customer.
4. Help the customer to find the appropriate bank specialist.

**TELLER SUPERVISOR – (Junior Asst. Manager 2)**

**Banco De Oro**

**October 16, 2008-August 5, 2012**

FUNCTIONS & RESPONSIBILITIES

1. In charge of all cash operations & cash management.
2. Monitors CIV.
3. In charge of all ATM operations.
4. Secures vault & ATM.
5. Keeps records in vault.
6. Reviews/prepares & submits periodic/daily reports.
7. Responsible for branch supplies & accountable items.
8. Ensure customer satisfaction/assistance to customer’s needs.
9. Supervises staff.
10. Orients, trains & supervises staff & rates performance of staff.

**CUSTOMER SERVICE OFFICER – (Junior Asst. Manager)**

**Security Bank Corporation**

**June 1, 2007-October 10, 2008**

JOB SUMMARY:

Primarily responsible for maintenance of the Cash Vault / management of the Branch’s Cash Flow, ATM Operations, Deposit Pick-up, Payroll and other bank services at the same time provide competent, timely, error-free service to customers while ensuring compliance with internal & regulatory policies.

SPECIFIC DUTIES AND RESPONSIBILITIES:

* Preparation and balancing of cash proof.
* Preparation and balancing of cash reconciliation statement for ATM.
* Preparation of required branch reports.
* Maintaining adequate control in the custody of cash.
* Ensures proper beginning/ start of day/end of day procedures are complied.
* Signs / co-signs MCs, GCs, DDs, TTs, and other negotiable instruments and all other certificates pertaining to all SBC Products.
* Performs other duties and tasks that may be assigned from time to time.

**CUSTOMER SERVICE SPECIALIST – NEW ACCOUNTS**

**Security Bank Corporation**

**January 1, 2007**

JOB SUMMARY:

Primarily responsible in servicing account opening requirements and maintenance while ensuring compliance with internal and regulatory policies.

SPECIFIC DUTIES AND RESPONSIBILITIES:

* Process account opening.
* Processes placements, maturities TD, ISA, CTF and other products.
* Releases checkbooks, passbooks, CTDs, COP’s and other certificate Trust & Treasury products.
* Receives/processes demand draft & telegraphic applications.
* Receives/processes ATM requisitions.
* Receives/processes checkbook re-orders/requisitions from customers.
* Update customer’s TD certificates.
* Prepares bank certification of accounts upon customer’s request.
* Attends to customer queries.
* Assists clients in filling out account opening forms, signature cards and other bank provided forms.

**CUSTOMER SERVICE SPECIALIST – TELLER**

**Security Bank Corporation**

**June 10, 2004**

JOB SUMMARY:

Primarily responsible in providing competent, timely and error-free service to customer while ensuring compliance with internal and regulatory policies.

SPECIFIC DUTIES AND RESPONSIBILITIES:

* Accepts and process OTC transactions during online and offline mode.
* Picks up deposits from customer as required.
* As required, collates tracking sheets used for measuring service standard in the branch and prepare summary thereof.
* Ensures delivery to customers with the Service Quality Check and Customer Satisfaction Program agreed standards i.e. focusing on accuracy, to timeliness and responsiveness.
* Attends to customer complaints.
* Performs signature verification and approval singly up to teller’s limit established by the bank.
* Verifies all currency bills received.
* Performs post verification all transaction posted in his terminal ( one-on-one comparison of validated figures against source documents, approval and technicalities).
* Ensures accurate sorting/bundling of cash received and deliver to vault.
* Ensures confidentially of passwords for assigned users ID.
* As designated, files all transaction media and ensures completeness and orderliness of files.

**AREA SECRETARY**

**Security Bank Corporation**

**December 8, 2003 – June 9, 2004**

JOB SUMMARY:

* Responsible for preparing reports for the area manager.
* Responsible for releasing important announcement and other information (such as trainings, seminars and programs) about the company to different branches in the area.
* Reads emails, highlights important information and replies if needed.
* Receive telephone calls and other forms of communication for the area manager.
* Monitors reports from branches.
* Prepares minutes of staff meeting.
* Files important documents.

**SEMINARS/TRANING’S ATTENDED:**

* Customer Service Experience (FGB) – 8/4/13
* Basic In Branch Selling – 8/13/05
* IT Security Policies and E-Source Briefing – 4/23/05
* Experience Marketing – 11/9/05
* Risk Appreciation – 9/25/04
* Time and Task Management – 9/7/04
* Risk Based Management – 8/26/04 to 8/28/04
* Bills Verification & Counterfeit Detection Seminar – 4/17/04
* Signature Verification & Forgery Detection Seminar – 4/3/04
* Security Measures – 1/28/04
* EQ/EF2K – 1/27/04 to 1/28/04
* Customer Service Briefing – 1/21/04
* Professional Image Briefing – 1/21/04
* Values Alignment Program – 1/20/04
* New Hire’s Orientation – 1/19/04 to 1/26/04

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

