**STEPHANNY**

**Objective**

* To extend my professional career abroad and at the same time enhance my expertise and capabilities by learning and adopting global trends and best practices in customer relations and servicing.

**Qualifications & Skills**

* Accounting graduate with 7 years of experience in Banking -Tellering and New accounts function
* Highly trained in customer service, bills counterfeit detection, signature verification, AMLA, internal controls on bank’s branch operation processes, and marketing strategies
* With thorough background in MOSAIC Bank Tellering System and 3270 banking programs
* Adept in MS Office Applications (MS Word, MS Excel, MS PowerPoint)
* Interpersonal and social skills in dealing with various clients and colleagues

**Work Experience**

Metropolitan Bank and Trust Company (Metrobank)

Davao-Toril Branch, Davao City, Philippines

**Customer Service Representative – New Accounts/Teller (7+ years)**

**Duties and Responsibilities**

 *Customer Service Representative – New Accounts* (June 2014 – March 2016)

* Process applications for opening and closing of Current Account / Savings Account (CA/SA), back to back loans, application/renewal/redemption/termination of placements (i.e. time deposit and Unit Investment Trust Fund (UITF), and other especial instructions from client,
* Market and promote new/enhanced bank products and services,
* Reactivate dormant accounts, and prepare and monitor the monthly dormant accounts report,
* Process sale/stop payment/cancellation/refund/replacement of Cashier’s Cheque and clients’ cheque issuances,
* Handle and monitor Safety Deposit Boxes’ (SDB) movements and collection of annual rental fees,
* Issue passbooks/Electronic Teller (E.T.) cards, handle captured/lost E.T. cards, release of PIN mailers, and checkbook requisitions,
* Process telegraphic transfers thru MT103 and files the individual transaction in sequential order,
* Update the Signature Verification System and send daily report of newly updated signature cards,
* Encode, transmit, and prepare daily reports of tax payments thru the bank,
* Proactively educate clients on utilizing available access channels (i.e. ATM, Online banking, Telephone banking), and answer their queries such as account balance and account history while complying with disclosure requirements, regulations and privacy policies,
* Prepare/issue Bank Certifications and render assistance in tellering, clearing cheque deposits, fund transfers and remittance services.

*Customer Service Representative – Teller* (January 2009-May 2014)

* Process cash/cheque deposits, withdrawals, encashment, buying/selling of various currencies, and update clients’ passbook,
* Prepare payroll requests, utility and loan payments, fund transfers, and other debit/credit instructions,
* Process clearing of outward cheques thru Electronic Cheque Clearing System (ECCS),
* Maintain PICOS box and perform end-of-day balancing by accounting any discrepancy in the system against actual cash/cheque on hand and checking correctness of other tellers’ daily transaction thru counter checking of their media’s (e.g. deposit/withdrawal slips, etc.) validation against actual data written and teller totals report.

**Achievements**

* Significantly contributed to the branch’s exemplary audit ratings by strict conformance to the internal control processes within my functions and being observant to the bank policies and procedures thus avoided high-risk findings but some minimal lapses for the past four (4) years.
* Under promotion for RCSR (Roving Teller) for being an outstanding teller and new accounts customer representative.
* Minimal shortages/overages for the past 7 years and awarded as Annual Finisher for Metrobank Card Corporation for the year 2014-2015 having met the number of credit card successful referrals.

**Educational Background**

* 2003 – 2007 University of Mindanao

Davao City, Philippines

**Bachelor of Science in Accountancy**

* 2000 – 2003 St. Peters College of Toril

 Davao City, Philippines

 **Secondary Education**

**Personal Background**

Nationality: Filipino

Date of Birth: March 12, 1986

Civil Status: Married

Language: English and Filipino

**Job Seeker First Name / CV No: 1715868**

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