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**JOSEPHINE**

Email: Josephine.302049@2freemail.com

**Visa Status: Visit Visa**

Academic Qualification**: Bachelor of Business Admin. - Major in Management Palawan State University, Philippines**

**EXPERIENCE SUMMARY**

* Over 17 years in Banking Operations. Extensive experience in branch operation and customer service. Committed to qualify performance with an ability to learn new procedures, able to handle fast-paced, high-stress situations requiring attention to detail and follow-through. Willing to adapt to and participate in change.
* Keen to ensure that clients are attended promptly, efficiently and pleasantly. Managed to handle transaction at the teller counter with best possible accuracy.
* Self-motivated and meticulous. Believe in contributing the best to help the company achieve the desired objectives by offering and cross-selling products to clients while performing transactions.

**PROFESSIONAL EXPERIENCE**

**CITYSTATE SAVINGS BANK**

**709 Shaw Boulevard Pasig City, Philippines**

**Service Teller - January 9, 2012 to March 31, 2014**

Duties and Responsibilities

 **Teller**

* Accepting and posting of cash and check deposits.
* Processing payment of clients withdrawal, Check and Manager's check encashment.
* Verifies clients signature card during withdrawal and encashment.
* Posting of debit memo and credit memos.
* Accepting and Posting of various bills payment accepted by the bank.
* Posting of Payroll of various company clients.
* Processing payment of clients jewelry loans.
* Vouching and balancing of daily transactions slips.
* Prepares tellers daily report.

**BANCO FILIPINO SAVINGS and MORTGAGE BANK**

**101 Paseo de Roxas cor. Dela Rosa Sts., Makati City, Philippines**

**New Accounts**/**Senior Teller - December 1, 1996 to March 17, 2011**

Duties and Responsibilities

 **Teller**

* Accepting and posting of cash/check deposits.
* Processing payment of clients withdrawal, Check and Manager's check encashment.
* Verifies clients signature card during withdrawal and encashment.
* Posting of debit memo and credit memos.
* Posting of Payroll of various company clients.
* Assigned as ATM teller in my assigned bank branch.
* Sort out bills and coins through bill counter and coin counter.
* Verifies and Confirms to clients of above withdrawal and encashment limit through representative transactions.

 **New Accounts**

* Processing and Maintaining of new accounts.
* Prepares and emboss ATM card of the clients.
* Prepares Manager's Check requested by clients.
* Informs client for pick up of their return checks.
* Informs client for funding of their checks issuances.
* Prepares certification of deposit requested by clients.
* File signature cards and new accounts documents.
* Pulls out and files closed and dormant signature cards in their respective filing cabinet.
* Files memos in their respective folders.
* Process western union transactions of clients.
* Prepares check re-order, requisition of stationeries and supplies of my assigned bank branch.
* Prepares attendance report of my assigned bank branch.
* Act as a vault custodian.
* Prepares daily transaction ticket in the absence of the assign employee.
* Posting and Batching of General Ledger transactions in the absence of the assigned employee.
* Answers clients account phone inquiry.
* Assist in training new staff in my assigned bank branch.
* Provides personalized services to clients competently and with utmost care.
* Do other duties that may transpire from time to time.

**SEMINARS ATTENDED**

* New Accounts Teller's Training

 Banco Filipino Savings and Mortgage Bank

 May 25, 2006

* Electronic Channels Management Programs

 Yuchengco Institute RCBC Plaza

 October 14, 2004

* User's Training on Infoswitch ATM system

 Banco Filipino Savings and Mortgage Bank

 October 08, 2004

* Bills Verification Seminar

 Banco Filipino Savings and Mortgage Bank

 Citystate Savings Bank

* Signature Analysis and Interview Technique

 Banco Filipino Savings and Mortgage Bank

 Citystate Savings Bank

**PERSONAL DATA**

* Date of Birth: April 8, 1974
* Civil Status: Married