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**CURRICULUM VITAE**

MONALIZA

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**Career Objective:**

To be a member of an organization that provides career advancement opportunities and encourages personal growth; to meet a challenging position where my accumulated knowledge can be applied; and acquire more knowledge in the responsibilities assigned.

# **Professional Experience:**

**LBC Express, Inc. Philippines/Courier, Money Remittance and Bills Payment Center**

Designation : CUSTOMER ASSOCIATE/COUNTER STAFF

Duration : August 2009 to September 2016 (7 years)

# **Duties and Responsibilities:**

1. Offering excellent customer service by greeting them and listening on their needs.
2. Handling daily cash from cash sales, payments, money remittances and encashment.
3. Ensuring that all cash on hand including the petty cash fund are balance at the end of the day.
4. Accepting and processing of bills payment, money remittances, parcels and boxes from customers.
5. Cleaning and organizing the branch daily.
6. Handling inquiries and complaints either personal, telephone and email.
7. Working effectively as part of a hardworking and customer driven team.
8. Posting incoming bills payment.
9. Manifesting and posting of incoming parcels and cargoes in the branch.
10. Responsible for supplies request and inventory of the branch.
11. Petty Cash custodian of the team.
12. Making and balancing of reports daily includes sales, collection of payments, money remittance and revolving fund.
13. Push and cross selling of LBC products like NSO certificates, prepaid load, same day delivery and early pick up of parcels and cargoes.

## **Trainings:**

##  1 Vision Mission Values (VMV) Training

##  2 LBC Orientation Program for Customer Service

##  3 AMLA

## **Key Skills and Competence:**

1. Excellent communication skills to build relations with customers face to face.
2. Good literacy and numeracy skills.
3. Can handle large amounts of cash efficiently and accurately.
4. Ability to review and resolve all unbalancing reports and shortages.
5. Flexible regarding your working hours.
6. Effective time management and be able to prioritize.
7. Computer literate, able to use Word, Excel and other financial support systems.
8. Ability to organize and prioritize a busy day.

**Educational Qualification:**

Bachelor of Science in Computer Science at Holy Name University (HNU), Tagbilaran City, Bohol, PHILIPPINES.

**Software Skills:**

Operating System : Windows XP, 7, 10, and DOS.

Packages/Products : MS Office, Excel, Powerpoint

**Personal Details:**

## Date of Birth : OCT 29, 1988

## Nationality : Filipino

## Language known : English, Tagalog.

## Marital Status : Single

Visa Status : Visit visa