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**MICHAEL**

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**CAREER OBJECTIVE**

To be an integral part of an organization that excels in educating and expanding skills, in which my knowledge and expertise would be applied in its full extent especially in obtaining the goal of the company. To secure a position with a well established organization with a stable environment that will lead to a lasting relationship in the field of finance.

**PROFESSIONAL OVERVIEW**

* Possess more than four years of progressive experience as Customer Service Associate-Teller/Technical in banking industry.
* Represent the company in a manner that maintain and expands positive relations with all customers, potential customers and co-workers.
* Knowledgeable in using **Oracle Application (GL Enterprise System), Finacle (Retail Banking System)**, Electronic Signature Verification System.
* Knowledgeable in handling cash transactions with different currencies
* Computer literate especially with MS Word, Excel, Power Point, Access. Knowledge in troubleshooting a computer.
* Has a high sense of responsibility and works with passion
* A dedicated hardworking, professional and a team player, willing to learn and ready for long-term challenges.
* Honesty and integrity in achieving professional growth in the organization

**CAREER HIGHLIGHTS**

**CUSTOMER SERVICE ASSOCIATE–TELLER**

RCBC Savings Bank – Philippines

13 June 2012 – 16 December 2016

**Job Description**

* Cross-selling bank products by answering inquiries, informing customers of new services and product promotions; assisting customers’ needs and directing customer to the branch representative as it needed.
* Maintains customer confidence and protects bank operations by keeping information confidential.
* Performs over-the-counter transactions. Provides accounts services to customer by receiving cash and check deposits and loan payments. Payouts withdrawals, over the counter check encashment including Manager’s Check, cash advance and other authorized debit transactions.
* Performs telegraphic transfer and process of remittance payout from other countries.
* Process buying and selling of USA Dollar, Japanese Yen, Euro, Chinese Yuan and other currencies using Foreign Exchange Converter.
* Examine checks for endorsement and to verify other information such as dates, bank name, identification of person receiving the payment and the legality of the document presented.
* Cash checks and pay out money after verifying the signature, correct numerical and written words for the said amount and account has sufficient fund.
* Ensure that cash in drawer is balance from the beginning up to the end.
* Prepares Transaction Summary and performs administrative tasks as assigned.

**CORE BANKING ASSOCIATE**

Core Banking Department, RCBC Savings Bank, Philippines

21 September 2010 – 30 April 2012

**Job Description**

* Processing of Teller’s and New Accounts transaction.
* Assisting branches to install needed software for the Finacle System to work properly using Net Meeting.
* Responsible in encoding and executing UAT test scripts in the Finacle system and ensure that the expected results on test scripts are attained, as per user’s assigned roles.
* Ensures system availability.  Coordinate with UAT officer for the day for any system problems.

**TRAININGS AND SEMINARS**

* **Emergency Readiness Training: Basic Life Support**

July 1-2, 2016 BP International – Makiling, Jamboree Road, Batong Malake, Los Banos Laguna, Philippines

* **Living the Core Values Training**

April 20, 2013 BSA Twin Towers, Ortigas Center, Pasig City, Philippines

* **Product Re-Orientation Training**

April 13, 2013 New Horizon Hotel, Boni Avenue, Mandaluyong City, Philippines

* **Security Awareness Program**

January 26, 2013 Lancaster Hotel, Shaw Blvd., Mandaluyong City, Philippines

* **Service First Training**

November 24, 2012 Lancaster Hotel, Shaw Blvd., Mandaluyong City, Philippines

* **Signature Identification Seminar**

November 10, 2012 Development Academy of the Philippines, Ortigas Center, Pasig City, Philippines

* **Counterfeit Detection Seminar New Generation Currency**

August 11, 2012 New Horizon Hotel, Boni Avenue, Mandaluyong City, Philippines

**ACADEMIC CREDENTIALS**

**2010 Bachelor of Science in Information Technology**

National College of Science and Technology, Cavite, Philippines

**2006 Pag-Asa National Highschool**

**2002 Paliparan Elementary School**

**PERSONAL DATA**

**Date of Birth:** 19 November 1989 **Civil Status:** Married

**Place of Birth:** Dasmariñas, Cavite, Philippines **Citizenship:** Filipino

**Age:** 27 years old

**Height:** 5’ 8” **Date of Expiry:** 8 March 2020

**Weight:** 160 lbs **Language:** English and Filipino