

**ELMA**

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**Objective:**

Seeking for a position wherein my educational abilities and working experience can be fully and effectively utilized with opportunities of growth, enhancement of professional knowledge and permanent employment.

**WORK EXPERIENCE:**

**Bank of the Philippine Island**

**Bpi Card Center**

**Paseo De Roxas, Makati City, Philippines**

**Cardholder Services - Credit Card Operations**

*Accounts Creation Unit*

**Dec 1 2012 to JANUARY 13, 2017**

**Functions ASSIGNED:**

**Online checker**

**May 2015 to JANUARY 2017**

* Primarily responsible in verifying the correctness of all encoded data for additional and replacement card requests in Cardlinkvs processing sheet.
* Verifies correctness on line of all created accounts in Cardlink for additional and replacement card requests such as link, conversion, supplementary, regular/lost replacement and prepares daily production report at the end of the day.
* Prepares FMT (File Maintenance Ticket) for errors encountered during verification.
* Checks File Maintenance Report vs File Maintenance Ticket to ensure that all maintenance made are properly documented and authorized.
* Performs other duties assigned by immediate officer.

**NEW ACCOUNTS CHECKER 1 & 2**

**MARCH 2014-MAY 2015**

* Responsible for the verification of all manually encoded data in CardLink versus the newly approved applications.
* Verify accuracy of encoded information in Cardlinkvs application Form and other supporting documents and prepares daily production report at the end of the day.
* Prepare File Maintenance Ticket (FMT) for errors encountered during verification.
* Re process/ update account with deferred status as soon as needed documents were submitted.
* Retrieves and screens Express Start Application from DTAS.
* Ensure that all additional documents received thru counter are scanned and attached in capsutil.
* Handle queries and follow ups received thru phone or emails.
* Performs other duties assigned by immediate officer.

**PREPAID CARD/ECASH SERVICE STAFF MAKER**

**JANUARY 2013-MARCH 2014**

* Primarily responsible for ensuring that all Express Cash retail / corporate account creation and maintenance are being processed within the set turn-around-time
* Retrieves and screens new application, renewal and/or replacement requests from all sources (Siebel. EOL, Marketing Dept, DTAS, emails)
* Supervises the workplace responsible for executing Express Cash account creation and maintenance
* Reviews the accuracy of all billings /charges related to express cash account creation and maintenance.
* Prepares and monitors corporate card billings and payment on new account creation and replacements.
* Advises branches regarding billing to be debited on companies’ accounts.
* Handle various queries regarding service requests processed.
* Performs other duties assigned by immediate officer.

**ONLINE CHECKER – LINK (ECREDIT AND AMORE CARDS PROMO)**

**DECEMBER 2012**

* Verifies correctness on line of all created accounts in Cardlink for link cards for ECREDIT and during the promo period of AMORE CARDS.
* Prepares daily production report at the end of the day.
* Prepares FMT (File Maintenance Ticket) for errors encountered during verification.
* Performs other duties assigned by immediate officer.

**NPS Construction**

**Office Clerk**

Polangui, Albay

**April 2012 – October 2012**

* Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
* Answer telephones, direct calls and take messages.
* Compile, copy, sort, and file records of office activities, business transactions, and other activities.
* Operate office machines, such as photocopiers and scanners and personal computers.  
  Compute, record, and proofread data and other information, such as records or reports.
* Review files, records, and other documents to obtain information to respond to requests.
* Inventory and order materials, supplies, and services.
* Process and prepare documents, such as business or government forms and expense reports.
* Type, format, proofread and edit correspondence and other documents.

**Educational Attainment:**

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| --- | --- | --- | --- |
| **Level** | **Name of School** | **Inclusive Years** | **Awards Received** |
| Post-Graduate | Polangui Community College  **Certificate in Methods of Teaching** | 2012 |  |
| Tertiary | Bicol University Polangui Campus  **BS-Entrepreneurship** | 2008-2012 | **CUM LAUDE** |
| Secondary | Polangui General Comprehensive High School | 2004-2008 | **3rd Honorable Mention** |
| Preliminary | Napo Elementary School | 1997-2004 | **Valedictorian** |

**Seminars Attended:**

|  |  |  |
| --- | --- | --- |
| **DATE** | **TRAINING** | **VENUE** |
| Dec 3-5 ,2012 | EMPLOYMENT ORIENTATION PROGRAM | BPI HEAD OFFICE |
| FEB 20,2013 | BPI SERVICE PLUS | 21st floor HR-Training Center, BPI BuendiaCenter |
| June 5,2013 | OPERATIONS WORKSHOP SEMINAR | 21st floor HR-Training Center, BPI BuendiaCenter |
| MAY 16-17,2013 | Business Correspondence Writing Course | 21st floor HR-Training Center, BPI BuendiaCenter |
| May 2013 | My E- Learning -5s | BPI CARD CENTER |
| May 2013 | My E- Learning How to Become an effective member | BPI CARD CENTER |
| June 2013 | Advance DTA Management in Excel 2007 | BPI CARD CENTER |
| June 2013 | Financial Wellness | BPI CARD CENTER |
| SEPT 18,2013 8:30-12:30 | Money Laundering and Terrorist Financing Prevention Program Seminar | BPI HEAD OFFICE |
| MARCH 12,2014 | Professional Enhancement Program | 20th flr, BPI Buendia Center |
| June 13,2014 | Signature Verification Seminar | 20th flr, BPI Buendia Center |
| Jul 11,2014 | Professional Image Development workshop ( PID ) | 20F Excellence Room BPI Buendia Center |
| Dec 15,2014 | Being an effective team member | E-learning |
| Dec 17,2014 | Effective Team Communication | E-learning |
| Dec 18,2014 | Managing Your Career : Getting on the Right Track | E-learning |
| Dec 18,2014 | Managing Your Career : Creating a Plan | E-learning |
| January 12-13, 2015 | RELATIONSHIP MANAGEMENT 2 CERT PROGRAM | 20th flr, BPI Buendia Center |
| MARCH 4 2015 (AM) | The Anatomy of a QT Business Case | 20th flr, BPI Buendia Center |
| June 15 ,2015 (AM) | CLIENT XCENTRICITY | BPI HEAD OFFICE |
| Dec 16,2015 | Improving Your Emotional Intelligence Skills | E-learning |
| Dec 18,2015 | Time Management : Planning and Prioritizing Your Time | E-learning |
| Dec 23,2015 | GIVING FEEDBACK | E-learning |
| Dec 23,2015 | RECEIVING FEEDBACK AND CRITICSM | E-learning |
| MARCH17,2016 | Money Laundering and Terrorist Financing Prevention Program Seminar | E-learning |

*I attest the authenticity of all information set forth in this paper.*

*Further information is available upon request.*