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| --- |
| **ELMER**  |
| **Elmer.357694@2freemail.com** |
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**Career Objective:**

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| * To be part of organization that provides an atmosphere of mutual growth and benefits where I can utilize my skills, experience and creatively involved with the system that effectively contributes to the growth of the business.
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**Qualification summary:**

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| * 19+years of banking experience in Retail Banking and Customer Service Operations (Foreign Exchange dealing, Process Salary Loans, Bank Teller functions, ATM’s retrieval/loading/balancing, Clearing checks, CASA bookkeeping and Reconcile AP/AR, Process Remittances) in Philippine
 |
| * Attended different types of banking seminar, conference, workshop and short Courses such as (Branch Operation, AMLA compliance, Credit Risk MGNT, Frauds, Forgery Detection, ATM balancing and reconciliation, on line CASA and MDS and other professional development

  |
| * Possess good leadership and management skills, able to establish and maintain a good working relationship, building team work and adjust with the new environment
 |
| * Customer services oriented with exceptional communication skill verbally and in writing
 |
| * Good attitude toward with solid work ethics, hardworking, honest and trustworthy, quick learner and appreciates challenges
 |
| * Ability to work under pressure with minimum supervision and ensure entrusted assignment completion
 |
| * Computer-literate with extensive software proficiency covering wide variety of applications (MSWORD, EXCEL, POWERPOINT) banking software AARS, PACSVAL, FINDES, LMLS, CICS, PPS, IST SWITH-FIS)
 |
| * Fluent in English, Native Language-Filipino
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**Work Experience:**

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| Positions Title (2010-2016)  | **SENIOR CUSTOMER ASSOCIATE** |
| Bank | LANDBANK OF THE PHILIPPINES – United Nation Branch |
| Duties/Responsibility | Balance, manage cash in vault and supervise functions and activities of tellers |
|   | Assumed leadership role in the absence of the supervisor and maintained smooth operation of the bank |
|  | Organized customer transaction receipts on daily basis so that they could be properly filed in a timely mannerReceive cash and checks deposit over the counter, validate daily transactions in CT terminal, Cashing checks and call backing daily transactions of tellersProcess teller transactions for customer including servicing client accountsProcess customer transactions with extreme attention to detailRespond to customer account inquiries Complies with bank operations and security procedures such as dual control roleProvide account services to customers by receiving deposits, selling CC/MC/TC |
| Positions Title (1997-2010)  | **CUSTOMER ASSOCIATE** |
| Bank | LANDBANK OF THE PHILIPPINES – Tayuman Branch |
| Duties/Responsibility | Buy and Sell US$ dollar notes and other currencies |
|   | Exchange US$ dollars notes and 3rd currencies over the counterSort bills and check counterfeit notesNegotiate and post daily rates coming from mother branchCash checks and pay out money after verifying the documents and sufficient fundBalance 10 (ATM) Automated Teller Machine, reconcile unsuccessful ATM withdrawals and maintain 100% ATM availabilityProcess and transmit remittances on lineAccept loan payments, handling night deposits, checking discrepancies |
|  | Monitor and reconcile accounts payables and accounts receivables Process government and private accounts payroll thru PACSVAL system and validate manually rejected accounts |
|  | Process and transmit checks to clearing house/Central Bank with ECC System Process and handle outward/inward checks from Clearing House Examine checks for endorsement and verify other information such as postdated check, stale check, and discrepancy against documentEnter customer transaction into the system to record and generate receiptsBalance currency coin and checks in cash drawers at ends of shiftsScan checks and accountable forms for proper documentationPrepare monthly/yearly reports and abide by Bank Secrecy Law |

**LIST OF SEMINAR/CONFERENCE/WORKSHOP/SHORT COURSES ATTENDED**

**HOSTED BY LANDBANK OF THE PHILIPPINE**

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| * Bank Frauds & Forgery Detection Seminar
 | * Systematics on line CASA Seminar
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| * Briefing/ Orientation on Dollar Easy Check
 | * Cashiering Operations Seminar
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| * Revised Check CLRG & Settlement Processing ASVS
 | * Branch Operations Seminar
 |
| * Counterfeit Detection & Familiarization
 | * Basic OPTN Market and Credit Risk MGMT
 |
| * AML and Compliance Awareness Training
 | * Records Management Seminar Workshop
 |
| * BIR ONCOLL Briefing
 | * Customer Relationship Enrichment MGMT
 |
| * MDS Awareness Seminar
 | * ISO Quality Management System Training
 |
| * Systematics on line MDS Seminar
 | * LBPEA’S Annual Leadership Convention
 |
| * AARS Training
 | * Professional Image Enhancement
 |
| * Centralized ARR System Training
 | * Basic Rescue-Awareness Level Course
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**Educational Background**

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| *Civil Service Eligibility* | **Career Service Professional rating at 80.27%** |
| *Institution/Place* | Civil Service Commission, Pampanga |
| *University Degree (Graduated 1996)*  | **Bachelor of Science in Banking and Finance** |
| *School*  | Polytechnic University of the Philippine |

**PERSONAL INFORMATION:**

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| Date of Birth | : | May 13,1975 |
| Nationality  | : | Filipino |
| Marital Status | : | Married |
| Visa Status | : | Visit Visa  |

**CHARACTER REFERENCE:**

* To be provided upon request