

**GLAISA**

[**GLAISA.358667@2freemail.com**](mailto:GLAISA.358667@2freemail.com)

**JOB OBJECTIVE:**

To obtain a position that will utilize previous experience and skills in order to meet business objectives and support commitments to customer service and continuous improvement.

**Summary of Qualifications:**

● Bachelor of Science in Business Administration – Management Graduate

● Computer literate (Microsoft Word, Excel Application)

● Knowledgeable in AS400 system

● Self- motivated

● Goal oriented

● Proficient in oral and written communication

● Ability to interact with varied customers and solving their queries.

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**Educational background:**

College : Rizal Technological University

Boni Ave., Mandaluyong City

Course : BSBA Major in Management

2003 – 2007

Secondary : San Juan National High School

Corazon de Jesus, San Juan, Metro Manila

1999 – 2003

Primary : Baldog Elmentary School

Baldog San Carlos City, Pangasinan 1993 – 1999

**Work Experience:**

1. **May 10, 2015 up to Present : Orient Exchange Co LLC**

**Customer Service Representative**

Shop No. 4 Al Mullah Bldg.

Near Twin Tower, Al Rigga

Dubai, UAE

**Duties and Responsibilities:**

1. Responsible in collecting required documents of corporate clients prior to account opening for the telegraphic transfer service offered by the exchange house
2. Coordinates with clients for the timely submission of documentary and compliance requirements such as Corporate Papers and other supporting documents like proper invoices and bill of lading in preparing telegraphic transfers.
3. Updating the records of each and every registered corporate client in the system as per documents submitted by the client as part of UAE Central Bank Policy.
4. Responsible in putting the correct details of telegraphic transfer being prepared as requested by each and every corporate client.
5. Answers the customer’s inquiry to the services being offered by the exchange house and to their complaints and issues that may arise.
6. **April 2008 up to April 30, 2015 : Banco de Oro Universal Bank**

Junior Asst. Manager-Loans Assistant

Institutional Banking Group

BDO Bldg. 1, Greenhills Ave., cor.

Roosevelt St.,Greenhills, San Juan

Metro Manila, Philippines

**Duties and Responsibilities:**

1. Responsible for the daily/ routine needs and requirements of corporate/ commercial accounts in a responsive and timely manner in compliance with the Bank’s policies, procedure and CORE values.
2. Maintains a daily record of maturities for each account – Promissory Notes, Term Loan amortizations, Trust Receipts, forward contracts and others for monitoring purposes.
3. Coordinate with clients, requests for timely submission of documentary and compliance requirements such as SEC registration papers and AFS.
4. Prepares the instruction sheets for Loans, LC openings, Trust Receipts subject to checking/ approval of by the Relationship Manager for dissemination to concerned units like Loans and Discounts, Trade Services Department or Trust Service Group including Treasury for funding and coordinates with operating units the client’s compliance with the submission of documentary requirements to avoid transaction processing delays.
5. **November 2007 to March 2008 : Metrobank Card Corporation**

(a joint venture of Metrobank & ANZ)

Card Checker/ Acquisition Dept.

MCC Center 6778 Ayala Ave., Makati

Metro Manila, Philippines

**Duties and Responsibilities:**

1. Responsible in obtaining and giving complete and accurate information on the credit history of card applicant from other financial institution thru telephone & e-mail to facilitate credit approval and card processing.
2. Evaluate information gathered and give rate to card application
3. Encode information of applicants who passed the evaluation in the card pack system of the credit card company.
4. Perform general clerical duties to include but not limited to photocopying, faxing, mailing, and maintaining hard copy and electronic filing system.
5. **May 2007 to October 2007 : Banco de Oro Universal Bank**

Clerk/ Institutional Bank Group

12 ADB Ave., Ortigas Center, Mandaluyong City

Metro Manila, Philippines

**Duties and Responsibilities:**

1. Answers telephone calls received from the client and from the other department, and handle all inquiries within my capacity. Also Arrange "callbacks" to protect boss's time.
2. Check deadlines on incoming requests and put preliminary work in play.
3. Performs administrative and office support activities for multiple supervisors. Duties may include fielding telephone calls, receiving and directing visitors, word processing, filing, and faxing.

**Personal Data:**

Age : 31 years old

Date of Birth : September 06, 1985

Sex : Female

Place of Birth : Malasique, Pangasinan

Status : Single

Nationality : Filipino

Religion : Roman Catholic

Weight : 110 lbs.

Height : 5’2”

**References:**

Available upon request.

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

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