**MARK**

Email: [mark.359567@2freemail.com](mailto:mark.359567@2freemail.com)

**Work Experience**

**Finance House**

**Personal Finance Officer**

December 06, 2016 – Present

* Generating client for Personal Loan and Credit Card for salaried employees across UAE.
* Describing the characteristics, rewards, and risk of any particular security
* Maintaining harmonious relationship to the client in preparation for future business endeavors.
* Establishing credit worthiness of high profile and high risk applicants.
* Marketing specified area to deliver numbers by doing office-to-office visits and cold callings.
* Perform excellent customer service to attend clients’ needs and queries.

**Dunia Finance LLC, Dubai, UAE**

**Relationship Officer (Loans)**

December 30, 2014 – September 28, 2016

* Responsible in generating client for personal and auto loan for salaried employees across UAE.
* Establishing / maintaining harmonious relationship to the client in preparation for future business endeavors.
* Establishing credit worthiness of high profile and high risk applicants.
* Marketing specified area to deliver numbers by doing office-to-office visits and cold callings.
* Perform excellent customer service to attend clients’ needs and queries.

**Citibank N.A. Philippines – Quezon City**

**Credit Adviser (Credit Cards)**

March 15, 2011 to November 10, 2014

* Establish effective rapport with debtors, responsible relatives and other parties to obtain information and elicit cooperation.
* Understand, apply and explain pertinent laws and procedures concerning collections.
* Learn computer applications and to accurately input and access information on an on-line, real-time system.
* Communicate effectively in oral and written form.
* Negotiate agreements and settlements within established guidelines.
* Independently evaluate information and initiate action within prescribed guidelines.

**Citibank Savings Inc. Philippines – Quezon City**

**Credit Adviser (Personal Loans)**

October3, 2007 to March 14, 2011

* Communicate effectively in oral and written form.
* Establish effective rapport with debtors, responsible relatives and other parties to obtain information and elicit cooperation.
* Understand, apply and explain pertinent laws and procedures concerning collections.
* Learn computer applications and to accurately input and access information on an on-line, real-time system.
* Independently evaluate information and initiate action within prescribed guidelines.

**AXA Philippines - Makati**

**Customer Care Officer**

February 12, 2007 to August 3, 2007

* Receive incoming calls from client and agents for Reinstatement Process
* Monitor and Track reinstatement request from client
* Verification of documents receive to check if qualified
* Call client/agent for no payments and with health problems
* Mailing of confirmation letter to those approved and enforce policies
* Process transfer of policies to once agent with regards to the area

**AXA Philippines - Makati**

**Receiving Clerk**

February 10, 2006 to July 30, 2006

* Receiving of document and have it forwarded to the processor
* Releasing of Loan check, Surrendered Policy, and other Refund policy to client
* Preparation of all the checks to be mail to policy holders
* Monitoring of all returned checks for strict compliance
* Encoding of received document for proper monitoring

**Asianlife Financial Assurance Corporation**

**Loans Reivable Assistant**

October 16, 2004 to February 8, 2006

* Monitoring of past due accounts per Region every month
* Encodes new business transactions for system applications
* Preparation of Breakdown by Division and by category
* Posting of payment thru system and printing after posting
* Preparation of Statement of Accounts

**Phillippine Ports Authority - Batangas**

**Collection Assistant**

February 1, 2001 to September 30, 2004

* Prepare Report of Collection every end of the Shift
* Remit the collections to the Port Cashier
* Document all collections inventory every the month
* Post all collections receivables to CASH BOOK
* Monitor all receipts and cash tickets and return it to Finance Department

**Education**

**Bachelor of Science in Computer Science(1996 – 2000)**

University of Batangas

Hilltop Batangas City

**Seminar Attended**

* Local Area Networking and Internet Seminar (February 13,1997)
* HTML Web Design (May 18,1999)
* A New Frontier on Y2K (July 24, 1999)
* Structured Cabling System (September 19, 1999)
* I.T. Updates and Basic Networking (January 27, 2000)
* Signature Verification Seminar (July 10, 2007)
* Basic Collection Course (December 2008)
* Ultimate Secrets Collections course (December 2008)

**Personal Details**

Name: Mark

Nationality: Filipino

Date of Birth: 5 May 1979

Marital Status: Married

Visa Status: Residence Visa

**CERTIFICATION**

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

Mark

Applicant