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**JOVELYN**

**JOVELYN.372476@2freemail.com**

**CLIENT SERVICE ASSOCIATE**

Reliable Client Service Associate with 3 years of retail banking customer service and more than 4 years of customer oriented experience. Consistently exceeds company objectives to secure client satisfaction and loyalty.

**ACADEMIC QUALIFICATION**

* Bachelor of Science in Business Administration, major in Operations ManagementSystems Institute Technology, Bonifacio Global City, Taguig, Philippines

November 2013

**KEY COMPETENCIES**

* fast learner and passion to learn new task and skills
* computer (microsoft office) skills
* experienced in past faced invironment
* excellent customer service
* excellent interpersonal skills

**RELEVANT WORK EXPERIENCE**

***Client Service Associate II - Bank***

**Banco de Oro Unibank Inc.**

**March 2014 – June 30, 2017**

Accurately and efficiently process and record routine transactions for bank customers including cashing checks, accepting deposits and withdrawals, processing loan payments and money transfers. Promote and advise on the bank's products and services.

**Company Profile:**

 BDO Unibank, Inc. is the largest bank in the Philippines and a member of the SM Group of Companies, one of the country's largest and most successful conglomerates owned by tycoon Henry Sy, Sr. The firm is a full-service universal bank.

**Main Job Tasks and Responsibilities**

* process remitances, foreign exchange, cash and cheque deposits, withdrawals, manager’s cheques, cash loading/retrieval of atm,etc...
* receive and verify loan payments, mortgage payments and utility bill payments
* answer inquiries and promote bank products to customers
* other clerical and administrative jobs

**OTHER WORK EXPERIENCES**

* ***Promodizer***

Ebra-Value Shop Market Market

October 2011- June 2013

* ***Promodizer***

Marcline-Line Recruitment- Value Shop Market Market

April 22, 2008 - October 10,2011

* ***Sales Clerk***

Value Shop Market Market

October 4, 2008-March 25, 2009

* ***Sales Clerk***

National Book Store

April 8, 2008-Sept 08, 2008

* ***Checker***

SM Mart Inc.

November 21, 2007-March 25, 2008

**TRAININGS AND SEMINARS**

* **Enterprise Process & Quality Management**

Smart Communications Inc. Makati City Philippines

November 8, 2013

* **Cash Management Services-Operations**

Maybank Philippines Inc. BGC Taguig City Philippines

July 12, 2013

* **Business Administration Conference**

Systems Institute Technology, BGC Taguig City Philippines

March 28, 2011

* **Comprehensive Communications Skills Training**

Informatics Computer Institute, Taguig City Philippines

September 16, 2007