|  |  |
| --- | --- |
| SHIELLA SHIELLA.372524@2freemail.com  |  |

**CARRER OBJECTIVE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ \_**

 To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals and also to improve skills and knowledge to give the possible services to the company and the public.

**PERSONAL DATA\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ \_**

Birth date August 29, 1985

Age 32 years Old

Height 5’2

Gender Female

Civil Status Single

Height 5’2

Weight 51 Kg

Nationality Filipino

**WORK EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_**

* **CREDIT INVESTIGATOR**

**Bank of Makati Financing Corporation**

**Cabangan Legazpi City Philippines**

April 1, 2016-August 19, 2017

**Duties and Responsibilities**

* Resolves costumer complaints (call/verbal/email) by investigating problems; developing solutions; preparing reports/emails and making recommendations to the management.
* Keeps managements informed by submitting activity and results reports, such as daily sales/ weekly and monthly reports
* Recording and Monitoring the daily application/transaction of motorcycle loan
* Answer and entertain calls
* Conducts telephone interview.
* Encoding & filling of documents.
* **CREDIT COUNSELOR**

**Bank of Makati Financing**

**Cabangan Legazpi City Philippines**

September 17, 2011-April 1,2016

**Duties and Responsibilities**

* Entertaining Customer Complains and Concerns
* Answer and entertain calls
* Posting the daily transaction payments of the customers
* Conduct Account Restructuring
* Sending important document to head office.
* Encoding & filling of documents.
* Entertains concerns of different branches financed by the bank.
* **Office Clerk**

**Department of Public Works and Highways**

**Airport Site Legazpi City Phils.**

September 19, 2008-Feb. 15, 2011

**Duties and Responsibilities**

* Answer and entertain calls
* Filling Documents
* Encoding & filling important documents.
* Encoding

**EDUCATIONAL BACKGROUND\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ \_**

Divine Word College of Legaspi City Philippines SY- 2002-2006 Graduate

 Liberal Arts-Major in Economics

Ago Medical and Educational Center SY- 1998-2002 Graduate

Old AlbayLegaspi City, Philippines

Albay Central School SY- 1992-1998 Graduate

Old AlbayLegaspi City, Philippines

**LICENSES/CERTIFICATIONS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_ \_\_\_**

National Certificate II in **“Baking & Pastry Production”**

 Issued on: November 29, 2014

 Valid Until: November 20, 2019

**CORE COMPETENCIES\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ \_\_\_\_\_\_\_\_\_\_\_\_**

* Proficient in MS Office application, particularly MS Word, Power Point Presentation, MS Excel
* Creative , Diligent, Dedicated and Hard Working
* Good written and verbal communication skills ,Fluent in English