**JOHN**

**Dubai, United Arab Emirates**

**Email Address:** [**john.382691@2freemail.com**](mailto:john.382691@2freemail.com)

**PROFESSIONAL SUMMARY:**

Motivated banking professional possessing a strong commitment to quality and customer service. Working for almost 6 years in the Banking and Finance Industry in one of the leading Financial company in United Arab Emirates as a Collection Officer, CPV officer coupled with superb communication skills. Builds customer loyalty by effectively resolving problems and quickly processing transactions. In addition, nearly 2 years of experience as a Quality Control, Analyst Officer and Admin Officer in the Philippines.

**EMPLOYMENT HISTORY:**

**March 2017 to July 2018 CPV (Contact point verification) Officer Dubai, UAE**

**Dunia Finance LLC**

Main Responsibilities:

* Contact the customer and the company they work for. Validate the telephone (both local and overseas)
* Maintain database of Retail Credit Facilities in CPV Register.
* Liaise with Operations Dept. to ensure all approved/ pre-approved cases are received and a hands off register maintained for the same
* Recommend ways to continuously improve the process & increase efficiency while reducing the turn-around-time
* Carry out any other tasks given by the Team Leader - Retail Credit Risk.
* Regular communication with all the Branches’ Staff, Managers, SSMs, with regards to customers’ records of employment, business relationship, etc.
* Other sections in Operations for loans and credit cards proposals related issues.

**November 2012 to February 2017 Collection Officer/Customer Service Dubai,UAE**

**Dunia Finance LLC**

Main Responsibilities:

* Ability to recognize a customer’s problems and provide the most appropriate solution keeping the Customer and Business interest in mind.
* Ability to recognize a business issue and escalate at the appropriate time.
* Ability to provide feedback on portfolio trends within the framework of the given job role.
* Ability to manage customer dissatisfaction and resolve issue in a timely and appropriate manner.
* Ability to adapt quickly to changes in workflow, technology, etc and ensure minimal disruption.
* Ability to identify gaps in process and provide solutions.
* Ensure that all required accounts are followed up for the day.
* Ensure accounts escalations are done in a timely manner.
* Ensure customer queries are responded to within the accepted time frame for resolution.
* Ensure issues/concerns/trends are raised to appropriate authority in timely manner.
* Financial
* Roll forward, rollback, stabilization, normalization and other targets as per Business requirements.
* Productivity
* Calls, contacts, PTP, KPs, various ratios and other targets as per Business requirements.

**July 2012 to September 2012 Human Resource Staff Philippines**

**C-One Trading Corp.**

Main Responsibilities:

* Personnel Monitoring
* Review and Recommendation for a Safe work place and Equipment
* Policy implementation and Disciplinary Actions
* Safety and Security of Personnel
* Employee orientation and guidance

**January 2011 to May 2012 QUALITY CONTROL/ANALYST OFFICER/ADMIN OFFICER Philippines**

**Just World Philippines, Inc.**

Main Responsibilities:

* Establishes, coordinates, and monitors the laboratory quality assurance program; works closely with section supervisors to plan, schedule, and implement QA related activities.
* Plans, develops, and implements quality assurance programs for field staff, and District laboratory personnel.
* Prepares routine and special reports to staff, and regulatory agencies as required; prepares report of analytical results to state and federal regulators for compliance evaluation performance testing.
* Confers with representatives of various District units and other agencies concerning quality assurance and safety issues especially as related to sampling or analytical problems, and use of laboratory chemicals, equipment and supplies.
* Coordinates or develops standard operating procedures for field staff and laboratory personnel; prepares and/or maintains computer programs for the compiling and statistical analysis of quality assurance data; oversees the writing and maintaining of the Laboratory QA/QC manual.
* Contacting suppliers and researching for possible supplier for better and faster source for manufacturing materials to increase level of production when demand high.
* Writing reports, data compilation and processing correspondence requests.
* Planning activities within a department, cooperating with other departments and external clients.

**EDUCATIONAL BACKGROUND:**

**Graduated in 2009 Bachelor of Science in Nursing Brokenshire College Philippines**

**ELIGIBILITY/LICENSES:**

* Certified Board Passer of Nursing Licensure Examination (Philippines)
* Driver’s License both Philippines and United Arab Emirates
* Certificate of Completion for Construction Safety Training

**SKILLS:**

* Good Communication both Oral and Written. Knows Basic Sign Language for deaf and mute
* Excellent Time Management, Leadership and Team work
* Computer Proficiency: In depth knowledge of several system software applications such as MS Word, Excel, Power Point, etc. and some computer hardware/software installation and upgrades.
* Sense of Commitment and Multitasker
* Flexibility and Adaptability