

**CATHERINE**

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**CAREER OBJECTIVES:**

To attain a position offering challenge and career development and to achieve

a greater heights in life. To work for the maximum benefit only the organization,

but also for personal welfare.

**WORK EXPERIENCES:**

Position **: Department Coordinator & Fulfillment Officer**

Period Covered  **:** August 7, 2014 up to present

Company **: Standard Chartered Bank**

Dubai, UAE

**Job Profile / Responsibilities**

* Coordinating incoming and outgoing calls, email from call centre.
* Scheduling meetings and appointment with customer
* Offer the bank’s products and services to help them meet their financial goals
* Do the paperwork related to the job
* Determines work schedule and make adjustments to staff assignments
* Respond to call centre inquiries and investigate/resolves complaints.
* Maintain the coordination with the sales guidelines and standards across department
* Maintain databases, files and records of customer details.
* Oversees the daily operations of call centre and fulfillment officer.

Position **: Customer Service Representative/Cashier &**

**Acting Supervisor**

Period Covered  **:** May 09, 2013 to March 11, 2014

Company **: Mac’s Store**

Yellowknife, Northwest Territories, Canada

**Job Profile / Responsibilities**

* Performs multi-function operation of fuel console, lottery machine, money order machine telecom transactions, etc.
* Inspect store facilities and equipment for safety, cleanliness, and proper working order.
* Controls merchandise, cash shortages, and other selling expenses.
* Assist in maintaining proper inventory levels and shift audits.
* Performs other duties as assigned by the Store Manager.
* Day to day reconciliation of cash till.
* Prepares bank deposit and maintain financial records such as the daily journal.

Position : **Acting Branch Operation Officer/Head Teller/Teller**

June 01, 2005 to February 24, 2013

Company : **Emirates NBD**

Dubai UAE

**ACHIEVEMENTS:**

* ENBD Banker of the Day Year 2011
* ENBD Outstanding Performer Year 2009
* ENBD Finacle Branch Champion May 2009
* ENBD Service Quality Awardee Year 2005

**Job Profile / Responsibilities ( Acting Branch Operation Officer)**

* Perform authorization: Above 500K from telling section, All financial transactions performed by operations staff in the Branch, All maintenances (including closing) performed by operations staff in the Branch, Cheque book request slips, Account opening documents and signature cards, Signing of following letters: Letter to police, GHO Letters, Letter to customers.
* Handle operations related customer complaints that are not resolved at CSR level.
* Review company account documentation and authorize for opening.
* Review of accounts closed for the day.
* Checking and authorization of all account opening documentation.
* Responsible for submission of periodical returns to GHO and GL Accounts balancing

**Job Profile / Responsibilities (Head Teller)**

* Responsible for supervision of team tellers, validation of all transactions originating from them and approval within the delegated authority limits.
* Day to day reconciliation of cash till and teller transaction accounts.
* Responsible for balancing manager’s cheque report and sending demand draft confirmation to Head Office.
* Requisition of cash to Head office.
* Follows through on customer inquiries, requests and complaints with regards to telegraphic transfers and cash transactions.
* Understands and maintain compliance with bank policies and procedures and applicable laws and regulations including AML.
* Granted for Internal and external signing authority up to B Category limit.

**Job Profile / Responsibilities (Teller)**

* Handle cash transactions, receipts and payments both in dirhams and other currencies.
* Interact with the customers to respond to their queries pertaining to the banking services.
* Input all transactions in the RBS System accurately without any delay.
* Handle purchase and sale of foreign currencies to the customer and applying exact exchange rate.
* Process telegraphic transfers that has been received for the day and accurately posting base on the application given, an applying special rate and alsotaking charges.
* Balance cash in line with the laid down procedures on a daily basis.
* Balancing ofManagers cheque report.

Position **: Marketing Executive/Office Clerk General &FOREX Cashier**

Period Covered : September 17 2002 to May 31 2005

Company : **Al Ghurair International Exchange-Dubai UAE**

**ACHIEVEMENT:**

* Western Union Top Teams Year 2004

**Job Profile / Responsibilities**

* Networking with a range of customers.
* Contributing marketing plans and strategies and conducting market research
* Responsible for Philippine Remittances and Telegraphic Transfer& Western Union Transfer
* Handling customer inquiry/complaints.
* Buy and Sell foreign currencies as well as Traveler’s Cheques.
* Responsible for all clerical tasks such as filling and preparing correspondence.
* Monthly Bank reconciliation statement and monthly report
* Reporting to the Head Office at the end of the day.
* Encode and process new accounts opening.

Position : **Credit Card Clerk**

Period Covered : September 2000 to April 2002

Company : **SM City-Pampanga Philippines**

**Job Profile / Responsibilities**

* Dealing with different types of tender such as cash, cheques, ATM card and credit card.
* Monitoring and controlling credit limit.
* Handles credit card problem.
* Calls the bank for any further verification.
* Handling customer complaints, inquiries as suggestions.
* Oversees the department in the absence of superiors.
* Report inconsistencies and discrepancy, if any to the Accounting Dept.

**PROFILE:**

A well organized and hardworking individual, computer literate with an experience in preparing accounts reports, bank reconciliation statements, handling cash and handled customer complaints effectively and with respect. A self confident and friendly nature makes me adjust quickly on different people. Developed a balance relationship with customer and colleagues have been beneficial.

**HIGHLIGHTS OF QUALIFICATIONS:**

* Knowledge of banking and financial accounts
* Wide experiences in cash transactions
* Highly motivated with good communication skills
* Ms Windows, Word, Excel, PowerPoint, Adobe Premier, Adobe Photoshop, Adobe Illustrator and Internet Surfing

**TRAINING / SEMINAR ATTENDED:**

* **On-the-Job Training LandBank of the Philippines** November 1999 to February 2000
* **Money Laundering**
* **Certificate Program for** February 21-23, 2012
* **Branch Operation Officer**
* **Counterfeit Currency Workshop** April 2, 2007
* **Bank Teller Operations** March 6-8 2007

**EDUCATIONAL ATTAINMENT:**

* **Bachelor of Science in Commerce Major in Banking & Finance**
* Centro Escolar University, Malolos Bulacan, Philippines
* June 1996 to March 2000

**PERSONAL DETAILS:**

* Marital Status : Single
* Date of Birth : July 6, 1980

**\*\*\* References Available Upon Request \*\*\***