|  |  |
| --- | --- |
| **Sandra****Sandra.373457@2freemail.com****Client Service Associate/ Marketing Assistant** |  |
|  |  |
| **Profile Summary**An experienced and well maintained professional having ample amount of knowledge in banking sector. I am in search for an opportunity in an organization that will use and sharpen my skills and competencies and in return be able to contribute to the firm for which I am working. I will put my best effort to learn the company’s policies and make better decisions in the favor of the company.* Having 6+ years of experience in the field of banking

**Experiences in:*** Marketing
* General Services
* Teller
* Providing solution/s to customer’s queries and problems
* Providing banking solutions to the rising needs of the customers
 |  |



**Achievements**

* A graduate of Business Administration Major in Business Management at the University of the Assumption, Philippines.
* BDO 2014 Smart Fronliners Award Branch Top Marketing Assistant
* BDO 2015 Smart Fronliners Award Branch Top Marketing Assistant

**Experiences**

**Banco De Oro Unibank, Inc. (BDO), with 31,000+ employees** (August 2010 to June 2017)

*In terms of total assets, the firm is the largest bank in the Philippines, Fifteenth largest in Southeast Asia, 116th largest in Asia, and 234rd largest bank globally as of March 31, 2016. The Firm is a full-service universal bank. It provides products and services to the retail and corporate markets including lending (corporate, middle market, SME, and consumer), deposit-taking, foreign exchange, brokering, trust and investment, credit cards, corporate cash management and remittances. Through subsidiaries, the bank offers Leasing and Financing, Investment Banking, Private banking, Insurance Brokerage and Stock Brokerage Services.*

**Marketing Assistant ( Marketing Section)**- July 2012-June 2017)

**Client Service Associate (General Services)**- October 2011-June 2012)

**Client Service Associate( Tellering Section)**- August 2010- September 2011

***Essential Task Statement(s)***

 ***Relationship and Business Development***

* Assisting in the implementation of marketing programs, monitoring reports, etc. for the business development unit.
* Open new accounts, including compiling and preparing new account paperwork and applications.
* Process cash and car loan documents, credit card application and investment documents.
* Identify the unmet needs of current and potential customers and offer appropriate products and services.
* Promote and provide information to customers on new and enhanced products, services promotions, contests etc.
* Promote and cross-sell exciting products and services to current and potential customers to include joint calls with other departments (i.e investment center, loan referrals and insurance department etc.)
* Assist Customer inquiries and request regarding current accounts.
* Identify and inform customer of accounts status discrepancies and disputes and provide options to resolve.
* Balance and transmit transactions, update of customer information, etc.
* Participate in community events to increase bank visibility and develop business opportunities.
* Maintains customer confidence and protects bank operations by keeping information confidential.
* Contribute to team effort by accomplishing related results as needed.
* Received incoming bank visitors and assist in directing them appropriately.
* Answer and assist incoming callers with questions and request; route callers approximately.

***Customer Service***

* Receive cash and checks for deposit, verify proper endorsement, confirm deposit slip accuracy record and issue transaction receipt.
* Receive and process loan payments, record and issue transaction receipt.
* Process cash withdrawals from savings and checking accounts, verify signatures and account balances, examine all checks and savings withdrawals to determine negotiability, record and issue transaction receipt.

***Branch Operations***

* Record all transactions promptly, accurately, and incompliance with bank procedures.
* Conduct all work in accordance with bank policies and procedures and regulatory standards and safety and soundness
* Received, count and balance working cash at the beginning and end of day.
* Operate Computer, telephone, copier, bill counter and other bank equipment.

***Additional Task Statement(s)***

* Work overtime, as needed.
* Provide assistance to other department as needed.
* Perform other related duties as assigned and requested.

**Personal Details**

|  |  |  |
| --- | --- | --- |
| Nationality | : | Filipino |
| Date of Birth | : | 29th December 1989 |
| Marital Status | : | Single |
| Visa Status | : | Tourist Visa |
| Languages | : | English/ Tagalog |
| References | : | Available upon request |