

Honellie De Guzman

Bank Teller/ Customer Service Representative / Marketing Assistant - BDO Unibank Inc

Abu Dhabi, AE

honelliedeguzman8_42o@indeedemail.com - 0569794588

To seek challenging assignments and responsibilities with an opportunity for growth and career advancement as successful achievements

Willing to relocate to: Dubai

WORK EXPERIENCE

Bank Teller/ Customer Service Representative / Marketing Assistant

BDO Unibank Inc - Philippines - 2004-09 - 2017-03

Customer Service Representative / Bank Teller / Marketing Assistant

September 16, 2004 - Present

- Responsible for providing accurate, efficient, and timely processing of over the counter transactions such as deposits, withdrawals, payments, foreign currencies and other related miscellaneous transactions
- Keep records of money and negotiable instruments involved in a financial institution's various transactions
- Resolve problems or discrepancies concerning customer's account
- Explain, Promote and Sell products or services
- Perform clerical task such as filing and Typing
- Carry out special services for customers such as ordering bank cards and checks
- Obtain and process information required for the provision of services such as opening of accounts and saving plans
- Analyzing Questionnaires
- Assisting with promotional activities

Receptionist

Metrobank Trust Banking Group - Philippines - 2004-02 - 2004-08

- Deliver excellent customer service at all times
- Deal with all inquiries in a professional and courteous manner, in person, on the telephone or via e-mail
- Fulfill all reasonable request from guests to ensure their comfort and satisfaction
- Be involved and contribute at team meetings
- Taking office and administrative support position
- Act as Executive Secretary in the absence of the latter

Encoder

HongKong Shanghai Banking Corporation - Philippines - 2003-07 - 2003-12

- Entering data into a computer database making sure that it is not only done efficiently, but accurately
- Checks the information quality of documents and ensures that these are properly registered in the system
- Checks completeness of worksheet and other documents and give feedback if necessary before encoding the details in the user application system

Student Assistant

Far Eastern University - Philippines - 2001-06 - 2003-01

- Works as a Support assistant for the Faculty and Staff
- Technological support, in class assistance and First Level Computer Support

EDUCATION

Bachelor of Science in Commerce in Major in Legal Management

FAR EASTERN UNIVERSITY - Philippines

1999-06 - 2003-03

Secondary

UNIVERSITY OF REGINA CARMELI

1995-06 - 1999-03

Primary

ST. MARTIN DE PORRES CATHOLIC SCHOOL - Philippines

1989-06 - 1995-03

SKILLS

Word, Excel

ADDITIONAL INFORMATION

- Is organized and systematic
- Is capable of computer operations skills
- Is creative and a goal-setter
- Possesses excellent interpersonal and communication skills
- Superior Customer Service Orientation (Service with a Smile)
- Commercial Awareness
- Ability to work under pressure / Teamwork
- Leadership / Organization
- Driving Skills