

Hazel Cuya

Business Administration major in Banking and Finance

Abu Dhabi

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A bank officer with more than 3 years experience in banking, financial analysis and management. Deft in dealing with various banking operations, alongside co-coordinating with different managing various branch banking operations. Possess strong analysis, analytics, communication, and negotiation skills.

Work Experience

Bank Teller/Bank Officer

Union bank of the Philippines - Quezon City

October 2015 to February 2019

Job Description:

- Acts as major customer service touch point for the bank's branches.
- Responsible for service delivery to clients by processing payments, receipts, and other monetary transactions.
- Addresses customer queries on the various bank products and services
- Responsible for handling customer financial transactions such as deposits, withdrawals, transfers, money orders and checking.
- Responsible for counting cash, answering phones, filling deposit slips and paperwork, managing ATM deposits and balancing numbers at the end of the day.
- Reconciles cash drawers by providing cash transaction; counting and packaging currency and coins; reconciling loan coupon and other transactions. Turning in excess and mutilated currency to head teller. Maintaining supply of cash and currency.
- Complies with bank operations and security procedures by participating in all dual-control functions; maintaining customers traffic surveys; auditing other tellers currency; assisting in certification of proofs.
- Maintains customer's confidence and protects bank operations by keeping information confidential.
- Contributes to team efforts by accomplishing related results as needed.

Cashier

Cherry Fooderama, Congressional Branch - Quezon City

December 2013 to May 2014

Job Description:

- Welcoming customers, answering their questions, helping the locate items, and providing advice or recommendations.
- Operating scanners, sales, cash registers and other electronics.
- Balancing the cash register and generating reports for credit and debit sales.
- Accepting payments, ensuring all prices and quantities are accurate and proving a receipt to every customers.

- Processing refunds and exchanges, resolving complains.
- Bagging or wrapping purchases to ensure safe transport.
- Following all store procedures regarding coupons, gift cards or the purchase of specific items.
- Maintaining a clean workspace.

Education

Bachelor of Science in Business Administration in Banking & Finance

Central Colleges of the Philippines - Quezon City

June 2010 to May 2015

Secondary in Secondary

Quezon City Academy - Quezon City

June 2006 to March 2010

Primary in Primary

Marriott School (Primary) - Quezon City

June 1999 to March 2006

Skills

customer service (4 years), Microsoft Office (Excel, Word, Powerpoint, Outlook) (4 years), General math skills (4 years), Financial software and documentation skills (4 years), Verbal communication, integrity and selling to customer needs (4 years)

Awards

Excellence Award

June 2016

Exhibiting consistently delivering excellent customer service that impressed our Former Union bank President.

Additional Information

Skills and Qualifications:

- Customer service
- Attention to details
- General math skills
- Verbal communication, integrity and selling to customer needs
- People and financial skills
- Financial software and documentation skills