

Iris Jewelle Natividad Agacer

29 Zeus Drive Grand Valley Phase 2 Mahabang Parang Angono, Rizal 1930
(+63) 917 5847438
irisagacer@gmail.com

RELEVANT PROFESSIONAL EXPERIENCE

Client Service Officer, Assistant Manager June 2018 - Present
Citibank N.A. Quezon City, Philippines

- Responded and resolve Level 2 and Level 3 complaints raised to Citi directly by the customer or from an external body in a timely and fair manner.
- Handles complex complaints that involves account reconstruction, interest computation, review of source documents, etc. and ensure that these are resolved from end to end.
- Responsible for thorough analysis of cases that will also allow recommendation of fixes and enhancements to address service issues and boost customer service experience.

Citigold Officer July 2017 – June 2018
Citibank N.A. Quezon City, Philippines

- Delighted the bank's affluent Citigold clients, Prestige cardholders, and Person Loan accountholders with world-class customer service.

Sales Specialist July 2016 – February 2017
Citibank N.A. Quezon City, Philippines

- Assisted clients to maximize the advantages of being a Citibank credit cardholder by offering the bank's products suitable to all their needs.

Sales Star (Bypass CPO) January 2016 – June 2016
Citibank N.A. Quezon City, Philippines

- Achieved the unit's month-end sales goals by ensuring that the daily goal is met thru monitoring sales pipelines, keeping track on the deficits and surfeits, and extending working hours.

Bank Certified CitiPhone Officer July 2013 – January 2016
Citibank N.A. Quezon City, Philippines

- Accommodates client request and inquiries from the bank's depositors.

Credit Card Certified CitiPhone Officer July 2012 – June 2013
Citibank N.A. Quezon City, Philippines

- Assisted clients with their inquiries and complaints regarding their credit cards according to the bank's policies.

KEY SKILLS

- ✓ Problem-solving and root cause identification skills
- ✓ Ability to establish and maintain strong relationship within and outside the organization
- ✓ Exceptional written and verbal communication skills to liaise effectively with all levels of management across various divisions and departments
- ✓ Analytical skills necessary to identify trends, patterns, and definitive conclusions that needs to be escalated to the business
- ✓ Strong 'team' skills promoting an environment of cooperation, trust and integrity
- ✓ Excellent computer skills including Outlook, Word, Excel and PowerPoint
- ✓ Flexible and adaptable; able to work in ambiguous situations

EDUCATION

Bachelor of Science in Psychology 2008 - 2012
La Salle College of Antipolo Antipolo City, Philippines

Secondary Education 2004 - 2008
Our Lady of Peace School Antipolo City, Philippines

Primary Education 1998 - 2004
Our Lady of Peace School Antipolo City, Philippines

CHARACTER REFERENCES

Ms. Melanie Motus

Vice President – Client Service Investigations
(+63) 928 503 9330

Ms. Era Alcala

Assistant Manager – Client Service Investigations
(+63) 917 825 8045