



HANNAH HARRIETH J. SAMIN

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Experienced Relationship Professional and Branch Operations Processor with a demonstrated history of working in the banking industry. Skilled in Sales and Marketing, and Branch Banking Operations. Purpose-driven professional with a Bachelor's degree focused in Banking and Finance from Polytechnic University of the Philippines.

Experience

Rizal Commercial Banking Corporation

Digital Service Officer

February 2021 – present

Major Responsibilities:

1. To help attain the sales and profitability objectives of the bank through digital platform is performed for all new accounts opened and that EDD where necessary is completed.
2. Processes account opening and account updating functions as required in the Digital Branch Support Operations Manual, and in accordance with the policies of the Bank regulatory bodies.
3. Ensures proper KYC/CDD Performs account opening on qualified applicants via RCBC Touch Q.
4. Ensures complete and accurate updating of client information and proper uploading of documents in the bank's storage facility.
5. Attends to various customer inquiries and requests relating to digital onboarding and updating done and ensures zero complaint from clients on its day-to-day operations.
6. Engages with the client through video KYC as part of the function of Digital branch support.
7. Assists clients on RCBC Online Retail (ROR) enrolment.
8. Handles clients' concerns relating to digital account opening and updating.

PRODUCTIVITY:

1. Ensures full attainment of the department's objectives in terms of servicing time within acceptable TAT, error-free processing of account onboarding and account updating.
2. Supports process improvement and technology implementation enhancements on all systems being used in the digital branch and implements accurately according to the prescribed policies and procedures of the Bank.
3. Contributes to the overall financial goals of the Department as well as to the reduction of other controllable expenses by supporting all costs initiatives of the Bank.

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4. Engages with the client and explores avenues to better serve clients through customer feedback conducted during the digital online KYC.
 5. Ensures compliance with internal policies, Bangko Sentral ng Pilipinas (BSP)/ Anti-Money Laundering Act (AMLA) regulations and other external regulatory rules relating to account onboarding/updating.
 6. Recognizes risk areas and eliminates risks by consistently implementing bank policies and procedures.
 7. Supports the Department's objectives through excellent customer service delivery and other service-related initiatives of the branch.

Bank of the Philippine Islands
Preferred Relationship Associate
October 2018 – October 2020

1. Handling preferred clients specified to my defined portfolio.
2. Interact with clients to clearly understand their needs and provide appropriate services/solution.
3. To help attain the sales and profitability objectives of the bank.
4. Work with cross functional teams to address clients request and inquiries.
5. Maintain frequent communication and follow-ups with client.
6. Attend trainings and seminars for professional growth.

Bank of the Philippine Islands
Branch Universal Processor / Customer Relations Specialists
May 2008 – September 2018

1. Telling
2. New Accounts Opening, Telegraphic Transfer, Manager's check, Demand Drafts, Safety Deposit Box and Foreign Exchange
3. Cross-selling of Bank products.
4. Complies with bank operations and security procedures by participating in all dual-control functions.
5. Maintains customer confidence and protect bank operations by keeping information confidential at all times.

Education

Polytechnic University of the Philippines
Bachelor in Banking and Finance
2004 – 2008

Awards and Recognitions

- Ranked 1 in QC Central Area and ranked 10 nationwide as Relationship Associate based on targets attained in 2019.
- Awarded by BPI-Philam as the Top Annualized Net Premium Referrer for January to June 2018.

- Awarded by BPI-Philam as the Top Low Counter for the 3rd quarter of 2015 in QC Central Area as:
 - Top 1 in case counts
 - Top 3 in service fee income
- Top Cross-seller in QC Central for the year 2014.

Personal Information

Date of Birth: January 4, 1987
Age: 33
Sex: Female
Marital Status: Married
Nationality: Filipino

Character Reference

Lilia R. Hade

SM, Preferred Relationship Manager
Bank of the Philippine Islands
09178078676

Norman C. Parial

SM, Branch Manager
Bank of the Philippine Islands
09178316976

Gina G. Crisanto

AVP, Preferred Relationship Manager
Bank of the Philippine Islands
09178242714