



**Mico Lauren S. Nepomuceno**

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# MICO LAUREN S. NEPOMUCENO

## EXPERIENCE

### **CUSTOMER INFORMATION SERVICING DEPT RCBC (Analyst 1) (2017 – present)**

#### **CIF, TIME DEPOSIT, ACCOUNT MAINTENANCE**

Responsible for the completion of medium to high tasks in the validation, examination, reconciliation, evaluation if complete set of data documentation or any other form of information whether manual or electronically generated: required in the execution , implementation, fulfillment, rejection, and/or conclusion of the required task/s, resolving discrepancies noted, acting on them judiciously as prescribed and performing the related necessary customer service function across the relevant functional domains with minimum supervision

## OBJECTIVE

Hardworking political science major but experienced in many field Clerical and Banking industry with proven abilities in any field seeking any job to apply any offer to fit my abilities and passionate in learning new things in company.

## PERSONAL

Age: 28  
Birthday: Nov. 11,1992  
Birth Place: Lucena Quezon  
Religion: Roman Catholic  
Citizenship: Filipino  
Civil Status: Married  
Mother' Name: Marylene Takamoko  
Occupation: OFW – Japan

## EDUCATION

**BACHELOR OF ART**  
**Major in Political Science**  
**2009 -2013**

## OJT TRAINING

(June 2013 to October2013)

### **COMELEC-DISTRICT**

The Election Assistant is responsible for working closely with and supporting the Clerk, Encoding and Updating Voter's Information.

(November 2013 to March 2013)

### **DIMAANO LAW FIRM**

25 Gunting Midtown Subdivision, Marikina City, Metro Manila.  
Legal secretaries perform typical clerical duties, such as answering calls and emails and organizing files.

### **CUSTOMER INFORMATION QUALITY DEPT RCBC (Analyst 1) (2015 – 2017)**

#### **DEDUPING**

Responsible for the completion of medium to high tasks in the validation, examination, reconciliation, evaluation if complete set of data documentation or any other form of information whether manual or electronically generated: required in the execution , implementation, fulfillment, rejection, and/or conclusion of the required task/s, resolving discrepancies noted, acting on them judiciously as prescribed and performing the related necessary customer service function across the relevant functional domains with minimum supervision

### **CUSTOMER INFORMATION QUALITY DEPT RCBC (Project Employee) (FEB. 2015 – Sept. 2015)**

#### **DEDUPING**

Responsible for the performance of recurring tasks on a stand-alone basis or under supervision of an officer that are, specific and/or combination of techniques, specialization or expertise requiring, among others, the understanding, analysis and valuation of relevant data, processes, products, documentation, investigation and appraisal methods, market, industry, regulatory, government agencies, accounting, the output of which is used, by the next responsible officer, for decision making, completion of tasks, recommendations and within the context of approved standards and procedures.

## AWARDS

BEST IN THESIS (JUVINILE JUSTICE PROGRAM OF MYRC)  
 AMATHING RACE 1<sup>ST</sup> RUNNER UP  
 AMATHING RACE 3<sup>RD</sup> RUNNER UP  
 SCI-RAP CHAMPION  
 SPEECH-RAP CHAMPION

### SKILLS

Leadership  
 Computer  
 Communication  
 Creativity  
 Social  
 Fast Learner  
 Sense of Urgency  
 Professional  
 Multi-tasking

### CHARACTER REFERENCE

**Ms. Julieta L. Aserdano**  
 Division Head

Branch Operation Support Division  
 Branch Operation and Control Segment  
 Office: 894-9000 loc 1557

Personal:09989661716 / 09991124745

**Ms. Anne Lyn G. Carigma**  
 Operations Head

Customer Account Opening Department  
 Branch Operations Support Division  
 Office: 894-9000 loc 1512  
 Personal:09237475779 / 09273404890

**Ms. Dorina E. Luzon**  
 Operations Manager

Branch Fulfillment Department  
 Branch Operation Support Division  
 Branch Operation and Control Segment  
 Office: 894-9000 loc 1409  
 Personal:09175623171

MICO LAUREN S. NEPOMUCENO

*I hereby that the above information is true and correct to the best of my knowledge and belief*

## ATHLETICS DEPARTMENT PAREF SOUTHRIDGE I.S. (AUG. 2014 – DEC. 2014)

### SECRETARY

Prepare correspondence, forms, reports, etc., for the department head and other department staff members using personal computer. Compile pertinent data as needed when preparing various state and local reports. Maintain physical and computerized departmental files and student records as needed. Answer incoming calls, take reliable messages, and route to appropriate staff. Maintain a schedule of appointments and make travel arrangements for department staff. Receive, sort, and distribute mail and other documents to department staff Coordinate schedule assignments for community use of gyms, fields and other athletic property. Maintain confidentiality of information.

## GRADE SCHOOL LIBRARY PAREF SOUTHRIDGE I.S. (AUG. 2013 – AUG. 2014)

### LIBRARY ASSISTANT

The Library Assistant performs a variety of library clerical and technical duties including performing circulation duties; ordering, receiving, and processing library materials; and provides basic information Services to user.

### TRAININGS AND ELEARNINGS

E learnings	Date Attended/Date Completed
AMLA e-Learning 2015	12/7/2015
Corporate Governance Program e-Learning v2	12/7/2015
Crisis Management e-Learning: Module2	12/5/2015
Compliance Program e-Learning	12/7/2015
Information Security e-Learning 2016	1/25/2017
AMLA 2018 eLearning	4/23/2018
Data Privacy Act eLearning	5/21/2018
FATCA e-Learning Program	5/24/2018
FATCA e-Learning Program module 3	5/25/2018
FATCA eLearning	6/7/2018
Corporate Grooming eLearning 2018	9/14/2018
Consumer Protection eLearning 2018	10/29/2018
Information Security Key Concepts eLearning 2019	1/25/2019
Online Gaming Business eLearning 2019	3/8/2019
Money Service Business eLearning 2019	3/8/2019
Effective Email Communication	8/13/2019
Unit Investment Trust Fund eLearning 2019	10/25/2019
Training/ E learnings	Date Attended/Date Completed
EMPLOYEE ORIENTATION PROGRAM	8/26/2015
AMLA Refresher	9/30/2015
AMLA CERTIFICATION PROGRAM	5/10/2017
Branch Certification Program	5/19/2018
BRANCH CERTIFICATION TRAINING	5/19/2018
Basic Signature Verification and Forgery Detection	9/8/2018
Effective Email Communication	8/13/2019
Basic Customer Service Workshop	3/24/2021

