

JOAN THERESE M. VILLANERA

Manila, Philippines | JoanVillanera@gmail.com | +639178773271 |

PROFESSIONAL SUMMARY

8 years' experience in the Banking Industry. Experienced at identifying personal banking and financial needs, processing and storing financial information. Excellent customer service skills and friendly speaking voice. Able to work in a fast-paced environment. Experience handling cash and counting money accurately.

CAREER EXPERIENCE

Digital Support Associate (Oct 2020 – Sept 2021) Metropolitan Bank and Trust Company, Philippines

- Follows required flow of data input and transaction process of specific systems
- Checks applicable Database for Duplicate RM and performs File Maintenance and RM cleanup as necessary
- Encodes Customer details, adding of settlement account, creating of investment account and processing of initial subscription in TFES
- Performs verification of Signature Images and Customer Nationality based on ID presented in Online Customer Onboarding
- Views and files ITSP- CIMS for email queries and complaints received in Help@Earnest.
- Uploads of E KYC documents to Docuware for Online Customer Onboarding
- Performs IDBS/OFAC checking on accounts in the Watchlist Probable Report

DELIVERY AND QUALITY MANAGEMENT SPECIALIST (MAR 2020- Oct 2020)

Metropolitan Bank and Trust Company, Philippines

- Effective and close communication with KYC owners to improve KYC records.
- Product testing activities throughout production cycles (UAT)
- Analyze quality control test results and provide feedback and interpretation to production management or staff.
- Support backend inquiry for EARNEST.PH AND Earnest Investing mobile application.

CUSTOMER SERVICE ASSOCIATE

METROBANK, DIGITAL BANKING DEPARTMENT (November 2019 – March 2020)

Customer Service Representative – New Accounts

METROBANK, 2016- 2019

- Opening of Personal, Payroll and Corporate Accounts
- Foreign telegraphic transactions, Demand Draft
- Remittance Payout
- Ensures enhance due diligence of Know-your-client and AMLA reports
- Time deposits and Investment's placements
- Assisted in all secretarial responsibilities inside the bank

Customer Service Representative- Teller

METROBANK, 2012-2015

- Process standard teller transactions for customers including deposits, encashment of cheques, withdrawals, bills payments
- Transmitting processed cheques
- Correcting discrepancies
- Respond to customer needs including cross selling bank products and services.
- Conducts signature verification

EDUCATION

BS COMPUTER SCIENCE, Centro Escolar University, 2011

SKILLS

- Attention to detail
- Adaptability
- Time Management
- Proficient with Microsoft Office
- Data Entry skills
- Problem solving