

# Laurence Clark Hamilton N. Velez

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## PERSONAL DATA

Date of Birth	:	December 22, 1991
Place of Birth	:	Carcar City, Cebu
Sex	:	Male
Civil Status	:	Married
Nationality	:	Filipino
Height	:	5'9"
Weight	:	75 kgs.
Languages	:	Proficient in English, Filipino, Cebuano

## EDUCATIONAL ATTAINMENT

Collegiate	<b>Bachelor of Science in Management Accounting</b> <b>University of San Jose – Recoletos</b> Corner P. Lopez and Magallanez St., Cebu City <b>Graduated March 2013</b>
Secondary	<b>Ocaña National High School</b> Ocaña, Carcar City, Cebu Fourth Honorable Mention <b>Graduated March 2008</b>
Elementary	<b>Napo Elementary School</b> Napo, Carcar City, Cebu <b>Graduated March 2004</b>

## WORK EXPERIENCE

- **TTEC Customer Care Management Philippines Inc.**  
eBloc Tower 2 | Level 7 Geonzon Street, Asiatown IT Park, Cebu City 6000 | Philippines  
Position – Customer Service Representative  
**Jan 2022 - March 2022**

\*Job Description: Using both telephone and a computer outfitted with Microsoft Windows applications, as a customer service representatives I am trained by Teletech to answer customer questions and inform them of new products and services. Customer Service Representatives help customers with complaints and questions, give customers information about products and services, take orders, and process returns. By helping customer understand the product and answering questions about their reservations, I am sometimes seen as having a role in sales.

- **BDO Unibank Inc.**  
**SM Seaside City Cebu A Branch**  
Position: **Accounting Assistant 5**  
**May 2013 – December 2021**

\*Job Description: Responsible for ensuring completeness of checks sent out for clearing, call back of transactions for the day and encoding of accounting entries in the General Ledger System and generation of accounting reports. Responsible for the daily lobby management operations and provides assistance to the Branch Head in marketing the Bank's and affiliates' products and services.

**Duties and Responsibilities:**

- ✓ Batching and balancing of reports against posting media and source documents
    - ✓ Vouching of CASA, TD, GL tickets, and other transaction slips.
  - ✓ Processing of outward checks
  - ✓ Compliance to standard operating policies and procedures/record keeping
  - ✓ Passing of Work with GL entries and review GL reports
  - ✓ Provides customer service to the clients of the Bank by actively volunteering assistance.
  - ✓ Manages the lobby traffic in the branch and directing / educating clients to use alternative electronic channels
  - ✓ Ensures compliance to the Bank's policies, procedures and requirements
  - ✓ Performs all other tasks that may be required from time to time
- **Recoletos Educational Assistance for Deserving Student (READS)**  
**University of San Jose – Recoletos**  
Instructional Media Center-Main Campus  
Position: **(Working student/ student assistant)**  
**May 2008– March 2013**

**SPECIAL SKILLS / ACHIEVEMENTS**

- Responsible and hardworking
- Strong work ethic
- Flexible
- Trustworthy
- Can Handle work pressure
- Good Interpersonal Skills

- Excellent Communication Skills
- Knowledgeable in Microsoft Office Application (Word, Excel, PowerPoint)
- Willing to be trained
- Bookkeeping, Budgeting, Financial Reporting
- Fast learner
- Knowledgeable in operating LCD Projector
- Knowledgeable in using Cameras
- Knowledgeable in AS 400
- Knowledgeable in Microsoft Dynamics 365 by AGS- The Dynamics 365 Advantage
- Knowledgeable in IBM Call Center for Commerce
- Knowledgeable in Yammer Microsoft
- Knowledgeable in Workspace
- Good Customer Service

### **AFFILIATIONS / ORGANIZATIONS**

- **READS** (Recoletos Educational Assistance for Deserving Students) Member, May 2008 – March 2013
- **JPIA** (Junior Philippine Institute of Accountants) Member, May 2008 – March 2013

### **CHARACTER REFERENCE:**

#### **Ms. Irish Canada**

**Associate Relationship Manager**  
BDO Securities Corp.-Prime Wealth  
+63 949 188 0386

#### **Ms. Jennifer Mantilla**

**Service Officer**  
BDO UNIBANK INC.  
+63 905 460 1596

#### **Ms. Nilda Ravina**

**HR Business Partner**  
BDO UNIBANK INC.  
(032) 260 6415