

MARILYN MONTICALVO

Quezon City, Philippines

E-mail: monticalvomarilyn@yahoo.com / +639776707793

Highly organized Branch Manager /Front Line Associate in a Financial Services Industry with over Ten years of progressive experience in maintaining the workflow of office in a fast-paced environments. Ensured customer satisfaction while simultaneously marketing other company products and services. Successfully managed a number of responsibilities at once. Looking to start a career that will enable me to use my strong organizational skills, ability to work well with people, to multitask efficiently and pay close attention to detail.

EDUCATION

MAY 2006
BACHELOR OF SCIENCE IN HOME ECONOMICS
Major in Cafeteria Management (entrepreneurship)
University of Eastern Philippines

WORK EXPERIENCE

June 2009-Present
Branch Manager/Vault Custodian
M Lhuillier Financial Services (Pawnshop) Incorporated, Makati, Philippines

- Manage branch operation, includes managing resources and staff, developing and attaining sales goals, delivering customer service and growing the branch revenues. Resolve problems or discrepancies concerning customers accounts/transaction.
- Monitor cash and proper safekeeping of stocks and other assets inside the branch.
- Order a supply of cash to meet daily needs
- Able to increase branch receivables, transactions and other services that keeps our branch gaining yearly.

Front line associate

- Dealing with a large number of customers on a daily basis and ensuring complete satisfaction.
- Handles money transactions like sending and receiving local and international remittance and other transactions in accordance to money transfer standards and policies.
- Process other special services like money changer, billspayment, insurance, airline ticketing and many more.
- Appraise Gold, Diamond, Colored stones and other pawnable items like gadgets and many more.
- Exceeded sales targets by implementing sales techniques and application of sales training method.

December 2008-May 2009

Advertising and Promotion clerk

Supervalu incorporated (SM Supermarket),Mandaluyong,Philippines

- Plan promotional campaigns such as coupons,giveaways to generate interest in products.
- Promotes sales/discount items for the month,Maintin filing and inventories
- Delivered a professional and friendly customer service experience to all customers and visitors.

March 2008-December 2008

Cashier

Chevron,Pasay City,Philippines

- Provides a positive customer experience with fair,friendly and courteous service.
- Register sales on a cash register by scanning items,itemizing and totaling customers purchases.
- Maintained a clean and healthy working environment by following at health & safety procedures and ensuring that hygiene was always at a maximum.

August 2006-December 2007

Assistant Supervisor/Waitress

Kapihan,Samar,Philippines

- Greeting guests and taking drink and food orders.
- Staying attentive to the needs of guests in the dining area.
- Ensuring the food order is made correctly by kitchen staff and looks presentable for guest.
- Teamwork,High Energy,Excellent Customer Service
- Treat them with care and respect while providing an excellent meal.

SKILLS

- Strong customer Service Skills
- Interpersonal Skills
- Time management
- Ability to manage multiple concurrent deadlines
- Teamwork Skills
- Initiative