

# KRISNALYN DIANE L. PICARDAL

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Successful at excelling in fast-paced, competitive environment. Good sales and customer service abilities paired with in-depth knowledge of various products and services. Proficient in updating accounts, processing transactions and coordinating records.

## WORK EXPERIENCE

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*Jun 2021 - Present*

### **Marketing Assistant**

BDO Unibank, Inc. | San Fernando City, La Union, Philippines, 2500

- Assist customers in opening savings and checking accounts, credit cards, personal loans, and other bank products
- Perform cross-sells and upsells based on customer needs
- Proactively and comprehensively assists client with queries, complaints, and transactions
- Maintain highly detailed product knowledge and familiarity with forthcoming product releases
- Accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within compliance

*Apr 2018 – May 2021*

### **Bank Teller**

BDO Unibank, Inc. | San Fernando City, La Union, Philippines, 2500

- Process daily client transactions including deposits, withdrawals, encashments, wire transfers, bills payments, and other miscellaneous transactions
- Handle currency and transactions quickly and accurately
- Use communication skills to resolve complaints quickly and professionally
- Maintain high customer service standards especially during in high volume, fast-paced environment

*Aug 2016 – May 2017*

### **Cashier/Salesperson**

Sony Centre by AVID | Baguio City, Benguet, Philippines, 2600

- Actively assist manager in the day-to-day running of the store in line with corporate sales procedures
- Provide excellent customer service by handling customer-related issues, purchases and general enquiries efficiently
- Balance cash drawer by counting cash at the beginning and ending of work shift
- Cross-selling other products of the company
- Safeguards, reviews and replenishes inventory of branch accountable forms, office supplies and stocks
- Ensure cleanliness, orderliness and maintenance of the branch

*Nov 2015 – Feb 2016*

### **On-the-Job Training**

Civil Service Commission RO I | San Fernando City, La Union, Philippines, 2500

- Perform miscellaneous jobs including but not limited to: cashiering, customer service, clerical and administrative.

## **EDUCATION**

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Jun 2012 – Apr 2016      Don Mariano Marcos Memorial Stater University – Mid La Union Campus  
San Fernando City, La Union, Philippines, 2500

- Bachelor of Science in Information Technology

## **SKILLS**

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|------------------|---|
| Customer service | <ul style="list-style-type: none"><li>• Problem-solving</li><li>• Honesty and integrity</li><li>• Attention to detail</li><li>• Written and verbal communication</li></ul>        |
| Cash Handling    | <ul style="list-style-type: none"><li>• Cash drawer maintenance</li><li>• Cash balancing</li><li>• Strong Mathematical skills</li><li>• Accuracy</li></ul>                        |
| Administrative   | <ul style="list-style-type: none"><li>• Interpersonal Skills</li><li>• Organizational skills</li><li>• Time management</li><li>• Record keeping</li><li>• Multi-tasking</li></ul> |
| Technical        | <ul style="list-style-type: none"><li>• Proficient with Microsoft Office</li><li>• Data entry</li><li>• Knowledge of various system</li></ul>                                     |