

FLORENCE AIMEE D. TINQUICO

Address: 2107 Maramba Village Arellano Bani Dagupan City, Pangasinan 2400

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CAREER OBJECTIVE

As an experienced banking professional for 8 years with East West Banking Corporation, a commercial bank. Possesses absolute quality of service, excellent communication skills and driven to meet the organizations goal.

CORE COMPETENCIES

- Customer Service
 - Detailed and Organized
 - Speedy and effective resolution of customer complaints
 - Trustworthiness
 - Taking responsibility for mistakes and errors in work
 - Ability to learn new systems quickly
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PROFESSIONAL EXPERIENCE

EAST WEST BANKING CORPORATION- Dagupan- Perez Store

Co-Signor, December 16, 2017- March 8, 2022

- **Responsible for the administration and efficient operation of the store.**
- **Co-signatory of bank documents, like Manager's Check, Demand Draft, Bank Certification, and Time Deposit Certificates**
- **Processing of over-the-counter transactions like cash deposits, bills payment, and loan payments.**
- **Processing of telegraphic transfers, real-time gross settlement, Philippine domestic dollar transfer system.**
- **Co-custodian of cash items.**
- **Payroll uploading.**
- **Encoding of client update forms.**
- **Filing of documents.**
- **Addressing customer concerns that are encountered upon over-the-counter transactions.**
- **Monthly reporting of balances.**
- **Safekeeping of bank documents.**

- Processing of manager's check and demand draft.
- Inventory of non-working and working supplies.
- Purchasing of stocks that are in low supplies.
- Responding to emails.
- Scanning of transactions for proper documentation.

EAST WEST BANKING CORPORATION- Dagupan A.B. Fernandez Store
Service Associate (Teller)/ Pick-Up Teller, August 2016- November 2017

- Responsible in ensuring client satisfaction through over-the-counter transactions, like deposits, withdrawals, bills and loan payments.

EAST WEST BANKING CORPORATION- Dagupan A.B. Fernandez Store
Sales Associate (New Accounts), December 2013- July 2016

- Providing efficient and prompt customer service relative to the opening of new accounts and maintenance of existing accounts.
- Cross-selling the products and services of the bank.
- Properly address client's complaints.
- Preparation of manager's check, bank certificates upon client's request.
- Track and rollover of time deposit.
- Uploading of payroll.
- Co-custodian of cash in vault and ATM balancing.

EDUCATION

Tertiary Level : Saint Louis University, Baguio City, Benguet, Philippines
Bachelor of Science in Entrepreneurship, 2013

- Management Dynamics Club (MDC), member, 2012- 2013
- Young Entrepreneurs Society (YES), member, 2010- 2013

Secondary Level : Pangasinan Universal Institute, 2009
Dagupan City, Pangasinan, Philippines

Primary Level : Pangasinan Universal Institute, 2005
Dagupan City, Pangasinan, Philippines

SEMINARS AND TRAININGS ATTENDED

Entrep Fever Seminar, 2010

Saint Louis University, Burgos Gym, Baguio City

Entrep Fever Seminar, 2012

Saint Louis University, Prince Bernhard Hall (formerly Burgos Gym), Baguio City

Entrep Fever Seminar 2013: "Awesome Entrepreneurs, amazing Green Products".

Saint Louis University, Maryheights Campus, Bakakeng, Baguio City

2013 Research and Inventions Week

Saint Louis University, Maryheights Campus, Bakakeng, Baguio City

Business Training 1, 2011

Saint Louis University, Maryheights Campus, Bakakeng, Baguio City

Business Training 2, 2011

Melvin Jones, Baguio City

Entrep 12 Practicum: Development of Enterprise 2012- 2013

Saint Louis University, Maryheights Campus, Bakakeng, Baguio City

Labor Code of the Philippines Seminar from DOLE, 2013

Saint Louis University, Maryheights Campus, Bakakeng, Baguio City

Sales Accreditation Program, June 2015 (East West Bankers)

Dagupan Village Hotel, Lucao Dist. Dagupan City

PERSONAL REFERENCES

Mr. Harold P. Estrada

Service Manager (Reliever)

EWB-Dagupan Perez Store

(075)5222284/+639985666682

Mr. Herman T. Hokia

Relationship Officer

EWB-Dagupan Perez Store

(075)5222284/+639228313970

Ms. Donalie C. De Guzman

Sales Officer

EWB-Dagupan A.B. Fernandez Store

(075)5291920/+639236132820

I hereby certify that the above information is true and correct with the best of my knowledge and belief.

Florence Aimee D. Tinquico