

HAZEL MAE M. GUTIERREZ

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PROFESSIONAL SUMMARY

Dedicated and talented professional with demonstrated strengths in customer service, office management, and cash handling. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communication with strong background cultivating positive relationships and exceeding goals. Considered hardworking, ethical, and detail-oriented. Maintains organized clean and safe work areas with diligent attention to important details. Dependable employee seeking opportunity to expand skills and contribute to company success.

SKILLS

Soft skills – Decision Making, Teamwork, Time Management, Detail-Oriented, Strong work ethic, Dependability, Active Learner

Hard skills – ERP, CRM, Microsoft Office, Google Apps, Invoices, Financial reports

EXPERIENCE

Position: Process Executive

Date: December 2021 - Present

Company: Cognizant Technology Solutions

Address: Muntinlupa – Philippines

Job Description:

- Checking and reporting of changes in status and payments of accounts.
- Generation of Future Invoices.
- Reporting of errors in reports generated and raising it to management for checking.
- Monthly sending of commission invoices to Brokers and Agencies.
- Monitoring of lapsed and cancelled policies.
- Sending of emails to Underwriters.
- Process cancellation, reinstatement and reactivation of policies according to company's policies.

EXPERIENCE

Position: Customer Service Associate
Company: Collective Solutions, Inc.
Address: Quezon City – Philippines

Date: September. 2021 – December. 2021

Job Description:

- Offer customer's information about product services, prices, and special offers.
- Drove sales by identifying customer needs and making product and services referrals.
- Served as primary point of contact for customer inquiries and questions thru emails or chats.
- Handles exchange, return and refunds.
- Process customer transactions accordingly to establish policies and procedures.
- Interacts with customers promoting excellent service and experiences to generate repeat business.
- Anticipate needs and resolve problems to keep customers happy.

Position: Assistant Treasury Manager
Company: Super Shopping Market, Inc.
Address: Pasay City – Philippines

Date: June 2015 – March 2017

Job Description:

- Monthly audit of cash funds of handled branches to guarantee that funds are intact.
- Monthly submission of reports to Treasury Manager and made sure that reports submitted are accurate.
- Ensures that policies and procedures are executed and are followed by handled branches.
- Reporting of immediate branch concerns to Senior Managers.
- Monitoring of branches quota in Foreign Exchange and Remittances.
- Plan course of action to reach branch quota.
- Supported Senior Managers with day-to-day operational requirements.
- Monitor performance of employees' team and actions according to performance evaluations.

Position: Treasury Supervisor
Company: Super Shopping Market, Inc.
Address: Muntinlupa City – Philippines

Date: November 2011 – June 2015

Job Description:

- Checking of daily cash reconciliations of funds.
- Checking of sales deposit reports.
- Assist in Foreign Exchange and remittance transactions.
- Prepare monthly work schedule of staff.
- Courteously handles customer concerns.
- Reporting of branch concerns to Immediate Head.
- Coordinating with depository bank with any bank concerns.
- Supervises vault operations.
- Trains newly hired staff.
- Ensures that policies and procedures given by our Immediate Head are properly followed.
- Maximize employee's performance with effective training and close mentoring.

EXPERIENCE

Position: Treasury Assistant
Company: Super Shopping Market, Inc.
Address: Muntinlupa City – Philippines

Date: September 2007 – November 2011

Job Description:

- Performs daily cash reconciliations of company's funds.
- Issuance of Acknowledgement/Official Receipts.
- Conducts collection of company's sales and bank deposit.
- Encashment of checks.
- Processing of Foreign Exchange transactions.
- Processing of International/Domestic remittances transactions (Western Union).
- Processing of Bill Payments transactions.
- Prepares Petty Cash disbursements.
- Ad-hoc activities.

EDUCATION

Bachelor of Science in Business Administration Major in Marketing Management

Colegio San Agustin – Biñan City, Laguna – Philippines
June 2003 – March 2007

Secondary Education

San Geronimo Emiliani School – San Pedro, Laguna – Philippines
June 2000 – March 2003

REFERENCE

Ms. Marie Rose Molina

Branch Manager
Bank of the Philippine Island – Laguna, Philippines
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Ms. Zheela Marie Cruz

Data Improvement Manager
Pilipinas Shell Petroleum Corporation – Makati, Philippines
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Ms. Richelle B. Gau

Treasury Manager
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