

RACQUEL M. PEÑAMANTE

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I am a hardworking, service oriented and well-organized individual with great passion for work and excellence. I have 17 years of experience in a Top 6 financial institution in the Philippines. I also have a strong financial and banking background and training. I am a fast learner, and I can work well with minimal supervision.

Work Experience:

**BRANCH OPERATIONS HEAD /SERVICE MANAGER
RIZAL COMMERCIAL BANKING CORPORATION
CANDON CITY, ILOCOS SUR, PHILIPPINES
DECEMBER 1, 2017 TO JULY 15, 2022**

- Achieved satisfactory audit rating in accordance with bank's policies
- Maximized profit and reduced expenses through analysis and expense projections
- Presented a solid Branch Financial Statement
- Attained customer satisfaction and controlled customer complaints
- Developed strategies in supervising bank personnel
- Processed Accounts Receivables and Accounts Payables
- Exceeded assigned quota in selling the products and services of the bank
- Prepares reports and other correspondence

**CUSTOMER SERVICE HEAD
RCBC SAVINGS BANK
CANDON CITY, ILOCOS SUR, PHILIPPINES
JUNE 1,2016 TO NOVEMBER 30, 2017**

- Successfully managed the cash of the branch
- Established a strong and credible Financial Statement of the branch
- Designed strategies to handle inventories of the branch
- Achieved total customer satisfaction and successfully handled customer complaints
- Harmoniously supervised bank tellers

BANK TELLER
RCBC SAVINGS BANK
CANDON CITY, ILOCOS SUR, PHILIPPINES
APRIL 7, 2008 TO MAY 31,2016

- Provided competent and error free over the counter transactions of clients like cash deposits, cash withdrawals, bills payments

Key Achievement:

- Continuously promoted from Bank Teller to Service Manager-Junior Assistant Manager
- Well trained and knowledgeable to different bank functions.

Education: Bachelor of Science in Commerce-Major in Banking and Finance
St. Louis College
San Fernando City, La Union Philippines
Graduated Cum Laude and full academic scholar

Skills: Microsoft Office
Accounting
Accounts Payable and Accounts Receivables
Hardworking and trustworthy
Customer service oriented
Professional discipline with passion for excellence