

PATRICIA G. PAULO

CUSTOMER SERVICE ASSOCIATE

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To be an asset to my organization by utilizing the recent improving trends and make optimum use of the available resources for the success of the company. More importantly, working harmoniously in a team to bring forth the best from self and everyone.

EDUCATION

National College of Business and Arts-Fairview

BSBA financial Management
2014-2018

Sto. Niño de Novaliches School

High School Diploma
2010-2014

EXPERTISE

Adaptability

Time Management

Attention to details

Positivity

Customer Service Skills

EXPERIENCE

Customer Service Associate

Nov 2021 - Sep 2022

Security Bank Corporation

- Serves customers by completing account transactions
- Provides account services to customers by receiving deposits and loan payments, cashing checks, issuing savings withdrawals, and recording night and mail deposits

Customer Service Representative

Jul 2021 - Oct 2021

Concentrix Philippines

- Responding promptly to customer inquiries
- Maintaining a positive, empathetic, and professional attitude toward customers at all time

Service Associate

Sep 2018 - Jan 2021

Eastwest Banking Corporation

- Cross-sells bank products by answering inquiries, informing customers of new services and product promotions, ascertaining customers' needs, and directing customers to a branch representative
- Reconciles cash drawer by proving cash transactions, counting and packaging currency and coins

CERTIFICATION

Data Privacy Act

Nov 2021

Fraud Awareness

Nov 2021

Whistleblowing Policy

Dec 2020

