

# Rhodalyn Bernardo

## Merchant Chargeback Officer

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Brgy. Philam, Quezon City  
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Hardworking and passionate job seeker with strong organizational skills eager to secure any position.

Ready to help team achieve company goals.

Dedicated professional with history company goals utilizing consistent and organized practices.

Skilled in working under pressure and adopting to new situations and challenges to best enhance the organizational brand.

Enthusiastic Chargeback Officer eager to contribute to team success through hard work, attention to detail and excellent organizational skills.

Clear understanding of task and training in skill. Motivated to learn, grow and excel in Credit Card Industry.

## Skills

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- Knowledge in Credit Card Industry
- Teamwork & Collaboration
- Good Communication Skills (Written/Verbal)
- Team building
- Attention to detailed

## Work History

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July 2007 – Present

### **Merchant Chargeback Officer**

Banco de Oro, Inc. Quezon City, Manila, Phils.

- Used critical thinking to break down problems, evaluate solutions & make decisions.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Worked within applicable standards, policies and regulatory guidelines to promote safe working environment.
- Increased customer satisfaction by resolving issues
- Identified issues, analyzed information and provided solutions to problems.
- Collaborated with team members to achieve target results
- Actively listened to customers, handed concerns quickly and escalated major issues to supervisor.
- Worked flexible hours across night, weekend and holiday shifts.

- Handles Merchant Collection (unapplied /uncollected chargeback )
- Able to do other duties as assigned.

## Education

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- University of Luzon Colleges – Dagupan City, 1997 -2001  
Bachelor of Science in Accountancy

## Seminars & Trainings

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- **Operational Risk Management**  
January 24, 2022  
Banco de Oro, Inc. Mandaluyong City
- **Business Continuity**  
January 24, 2022  
Banco de Oro, Inc. Mandaluyong City
- **Social Media Awareness**  
January 24, 2022  
Banco de Oro, Inc. Mandaluyong City
- **Data Privacy Act Agreement**  
October 26, 2020  
Banco de Oro, Inc. Mandaluyong City
- **Communicating for Business Results**  
October 26, 2020  
Banco de Oro, Inc. Mandaluyong City

## References

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### **Ms. Gina Gutierrez**

Section Head, Merchant Chargeback  
Banco De Oro, Inc.  
Cell# 0917 545 4907

### **Ms. Anna Lissa Enero**

Head, Reconciliation Section  
Bank of Commerce  
Cell# 0917 673 4161