



PAPOOSE A. ALCAZAR

UNIVERSAL BANKER

OBJECTIVE

Build a long-term career with a stable company where I can utilize my skills and my experience while making contribution to the success of the company.

EMPLOYMENT HISTORY

CDD Officer

Tonik Digital Bank, Inc. | Feb 2022 - Present
| Nov 2020 - Jun 2021

- Act as checker in the implementation of the CDD Team processes relative to:
 - Post Verification of Onboarding Documents
 - Risk Classification Assessment
 - Periodic Account Review
 - Transaction Monitoring to see if reportable as CTR/STR
 - Core Banking System account maintenance.
 - Verification of Document before uploading in the system.
 - High-risk Customer Accounts Handling.
 - Suspicious Accounts Handling
 - Complaint's handling and resolution.
 - Other related processes concerning Customer Due Diligence Team.

Client Relation Specialist/ Universal Processor/ Cash and Non-cash Custodian

Bank of the Philippine Islands | Jun 2016 - May 2019

- Attend to customers queries and concerns, process customers requests and respond to customers complaints.
- Process over the counter transactions like manager's check, debit and credit memos, telegraphic transfers, installment plans, deposit and loan applications etc.
- Supports sales force by generating accounts, by tele-marketing and by cross selling of bank's products and services.

CONTACT

 Pulung Santol Porac,
Pampanga 2008 PH

 ACL Residential Suites 251 JP
Rizal St. cor. Kalantiaw St.
Project 4 Quezon City 1109 PH

 alcazarpapoose@gmail.com

 09100898999 | 09475311158

SKILLS

●●●● Good Communication

●●●● Customer Service

●●●● Interpersonal

●●●● Problem Solving

●●●● Marketing

AWARDS

 Top Referrer in ANP, BPI (2019)

 Top Referrer in Case Count,
BPI (2019)

 Top Referrer in ANP and Case
Count, BPI (2019)

CHARACTER REF.



References available upon request.

- Acts as secondary custodian of peso and foreign currencies, accountable forms, checks and late checks.
- Manage ATM and outward clearing items.
- Performs start and end of day activities.
- Prepare bank reports.
- Reconcile bank books and procure or account bank expenses
- Ensures customer satisfaction.

Data Analyst

Accenture Inc. | Aug 2015 - Oct 2015

- Responsible for end to end transaction processing.
- Handles issue resolution to ensure department and customer needs are met.

Customer Service Associate

Banco De Oro | Jul 2014 - Nov 2014

- Receives and processes daily transactions such as deposits, withdrawals, encashment and bills payment.
- Ensures delivery of quality service to all clients based on bank's standards.

ACADEMIC HISTORY

Trinity University of Asia

BS in Business Administration | Apr 2010 - Apr 2014

- Major in Financial Management
- Class President 2010 & Class Secretary 2014, Blocked Section
- Dean's Lister

SEMINARS ATTENDED

- Physical Security Awareness | Dec 2018
- Professional Image Development | Sep 2018
- Risk Management | Jun 2016
- Conflict of Interest | Jun 2016
- Business Continuity Mngt. Program | Jun 2016
- AMLA | Jul 2014
- Behavioral Finance | Jul 2013
- Primer on BP 22 and Allied Bank Laws | Mar 2013
- National Finance Congress | Feb 2013

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

A handwritten signature in black ink that reads 'Paopose A. Alcazar'. The signature is written in a cursive style with a long horizontal line extending to the right.

PAPOOSE A. ALCAZAR

Applicant