

## Personal

### Name

Anna Patricia Ching

### Address

35 Ruby Street Greenheights Village  
San Isidro Paranaque City Philippines  
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## Languages

English

Advanced

# Anna Patricia Ching

To obtain a position where I can contribute and utilize my knowledge, experience, skills and abilities to contribute to the company's growth and be employed to an organization where I can gain new skills, expand my knowledge and leverage my learnings.

## Work experience

### Operations Officer

Oct 2022 - Present

*BDO Unibank, Inc., Paranaque City*

- Responsible for providing assistance to the Branch Head in the operation and control of the branch.
- Supervises the Marketing Officer, Client Relations Officer, Service Officer, Branch Accountant.
- Promotes accuracy level on marketing, cash and accounting operations including customer handling.
- Ensures control and compliance by implementing policies and procedure related to branch operations.
- Checks and approves daily, weekly and monthly reports in the Cash, Marketing and Accounting Section.
- Handles/Approves daily transactions of the branch.
- Performs cash balancing on a daily basis.
- Monitors inventory of office supplies.
- Answers to phone calls and emails.
- Performs clerical duties such as filing, sorting and distributing emails to designated sections.
- Assists the accounting section in balancing and vouching of transactions on a daily basis.
- Assists the Bank in attaining financial target thru sales of the products and services.
- Recommends staff promotion, training and personnel movements.

### Service Officer

Sep 2013 - Sep 2022

*BDO Unibank, Inc., Paranaque City*

- Ensures adherence to prescribed policies and procedures of the company.
- Ensures that the branch meets the service standards and client expectations as to accuracy, efficiency and turn-around time.
- Responsible for cash in vault, client records/documents, ATM cards, checks and receipts.
- Maintains responsive and proactive customer service thru accurate handling of client concerns and complaints.
- Assists the staffs and approves processing of cash and check deposits, withdrawals, company payrolls and cash exchange.
- Handles and approves wire transfers, foreign exchange, bill payments, loan payments, checkbook reorder.
- Performs ATM reading, loading and retrieval.
- Process/Approves issuance of Demand Drafts and Manager's Checks.
- Responsible for verifying details and accuracy of posting transactions for signature and approval.
- Reviews, prepares, approves, and ensures reports are submitted on time.
- Responsible in manning the counters in all service workstations.
- Answers to phone calls and emails.
- Coordinates with clients regarding check issuances.
- Responsible for the implementation of Audit rectifications within the section.
- Manages lobby traffic and ensure customers' satisfactions/complaints are met.
- Recommends staff promotion, training and personnel movements.
- Performs clerical duties such as filing, sorting and distributing emails to designated sections.

### Customer Service Assistant/Marketing Assistant

Apr 2002 - Sep 2013

*BDO Unibank Inc, Paranaque City*

- Handles account opening of clients and ensures that all the necessary requirements and documents comply with the bank policy.
- Responsible for the maturities of time deposits, trust placements, Unit Investment Trust Funds and Treasury transactions.
- Prepares daily, weekly and monthly reports on total balances of all placements.

- Ensures responsive and proactive customer service thru timely and accurate handling of client concerns and complaints.
- Process cash and check deposits, withdrawals,
- Handles telegraphic transfers, foreign exchange, bill payments, loan payments, checkbook reorder and letters of credit.
- Performs ATM reading, loading and retrieval.
- Process Demand Drafts and Manager's Checks.
- Responsible in daily, monthly, quarterly and yearly financial reports that is to be submitted with the head office. Verifies the completeness and accuracy of all required reports.
- Monitors working supply and bank forms.
- Performs clerical duties such as filing, sorting and distributing emails to designated sections.

## Education and Qualifications

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### Banking and Finance

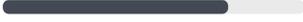
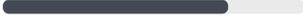
Jun 1998 - Mar 2002

*Centro Escolar University, Metro Manila*

- Meritorious Scholastic Award (Dean's List) - March,2000
- Meritorious Scholastic Award (Dean's List) - March, 1999
- RA 6728 Scholarship Recipient - 1998-1999

## Skills

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Microsoft Word, Excel, Spreadsheet, Powerpoint	
Ability to multi-task	
Interpersonal and People Management	
Attention to detail	
Focused	
Organized	
Cash handling	
Operations Management	
Team player	

## Custom section

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### **SEMINARS ATTENDED**

- NEIP Cash Services (Apr. 22 - 23, 2002)
- Cash Services (Jun. 7, 2002)
- Counterfeit Detection and Currency Redemption (Aug. 9, 2002)
- NEIP Signature Verification (Aug. 18, 2002)
- General Services (BL GENSERV) (Jan. 20, 2003)
- Remote Delivery Channel (Jan. 31, 2004)
- Anti Money Laundering Act Seminar (Feb. 7, 2004)
- BDO Shopmore Mastercard Product Launch / We (Jul. 3, 2004)
- Unit Investment Trust Fund Seminar (Jan. 26, 2005)
- Asenso Kabayan Road Show (Aug. 6, 2006)
- Mastercard Pay Pass (Sept. 16, 2006)
- Additions to & Enhancement to Trust Products
- Officership Development Program Training (2013)
- Manager Development Program Training (2022)
- Third Currency Training (Sept. 2022)