

# RYAN OCTUBRE AGOOT

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## OBJECTIVES:

To be employed and seek a challenging position in a reputed organization where I can learn new skills and expand my knowledge and leverage my learnings. To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

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## SKILLS

Excellent Communication, Excellent Customer Service, Hard Working, Adaptable, Time Management, Interpersonal Skills, Able to multitask, Problem-solving, Flexible, Reliable,

## WORK EXPERIENCE

### **Bank of the Philippine Islands, La Union Philippines - Customer Sales Service Associate**

**January 2018 -Present**

- Assisting clients to open their savings account, checking accounts and time deposits.
- Process deposits, payments and withdrawals.
- Process auxiliary services applied by clients.
- Prepare Debit/Credit Memos
- Process Bills Purchased.
- Act as Safety Deposit Custodian.
- Act as reliever to Accounting, Distributing or Bookkeeping functions.
- Act as designated Vault Custodian.
- Review documents and reports that may be assigned by Service Manager; registers and records under dual custodianship; list of dormant account.
- Performs secondary custodianship functions related to ATM.
- Cross sells and process application of car loans, housing loans, business loans and personal loans.
- Helps client to divert their funds by offering investment funds, life and non-life insurances.
- To assist the branch officers and staff in providing competent, caring, fast and accurate service delivery to clients. Ensure compliance to the bank's policies and procedures.
- To exercise authority within prescribed limits. To support the branch's sales objectives through quality service and effective cross- selling.

### **Bank of the Philippine Islands, La Union Philippines – Customer Relations Specialist**

**January 2015 – December 2017**

- Have a comprehensive knowledge on all bank products to help answer all client inquiries about a particular product or products.
- Ensure availability of application forms, flyers and brochures all the time the time.
- Monitor sales from the status of application, make follow-ups with interested clients but without yet up to the actual availment or booking.
- To coordinate with Product Groups/Dealers/Business Center whenever necessary.
- To attend caravans and other outdoor activities help promote the featured product/s.
- To participate in target shooting activities.
- To be on top of/in-charge of pre-qualified campaign call-outs.
- To be involved in the formulation of events and promotion of the assigned product.
- New business development by acquiring new customers, in-branch sales and community networking.
- Portfolio management. Grow and manage Top Personal and Top Overseas clients.
- Admin and Operations. Process new account openings- Fund Distribution System. Act as Branch Customer Service Representative when extremely necessary. Act as designated alternate custodianship functions.

**Bank of the Philippine Islands, La Union Philippines – Customer Service Associate- Teller  
November 2009- December 2014**

- Verify and validated Peso/FCDU OTC transactions. Receive cash and checks for deposit and disburse cash to clients for withdrawals or check encashment with proper verification of signature on source documents.
- Ensure completeness of signature on documents and verify the validity of presented checks.
- Ensure correctness of validation for every transaction as to the account number, account name, amount and date of transaction on the source document. It should tally with the validation and effect immediately any correction.
- Verify authenticity of notes received.
- Ensure that the serial number of dollar notes received and paid out are recorded in the system.
- Work together with the other Bank Officers and staff towards efficient and smooth implementation of the queuing system.
- Sort and bundle bill per denomination and degree of wear and usage.
- Ensure comprehensive knowledge and understanding of the system, policies, and law on secrecy of deposit.
- Help in cross-selling other products of the Bank especially the sale of alternative channels such as but not limited to ExpressPhone, Check-free payment, Mobile Banking and Express Online and client must be enrolled and eventually use the aforementioned channels.
- Help in generating referrals, consolidate and cross-sell existing relationships by offering the various consumer products and services through the Branch Sales Process.
- Observes GMTY and implements the YES to excellence and Know Your Customer policies all the time.

**EDUCATION AND QUALIFICATIONS**

**Bachelor of Science in Management**

Jun 2003 - Mar 2007 Don Mariano Marcos Memorial State University, San Fernando, La Union  
Major in Marketing Management, Financial Management, Human Resources  
Management, Production and Operation Management

**PERSONAL REFERENCE**

**ANTHONY BRILLANTES**

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