

# DAREEN IRA T. NAVARRO

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As an experienced client service associate, I am seeking a position that will enable me to utilize my organizational and social skills, academic background, and aptitude for working cohesively with others. My passion for providing exceptional client service and establishing long-term relationships has been a driving force throughout my career. I possess an innate ability to communicate effectively and empathetically with clients, consistently surpassing their expectations while ensuring their satisfaction.

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## PROFESSIONAL EXPERIENCE

### **BDO Unibank, Inc.**

**Feb 2020 - Present**

**Client Service Associate** | Dagupan City

#### Duties and Responsibilities:

- Execute standard bank transactions within established guidelines, including deposit and loan payment acceptance, cash and check processing, and withdrawal fulfillment.
- Ensure accuracy of cash drawers and balance as needed.
- Prioritize timely processing of customer transactions, minimizing wait times.
- Cultivate and foster customer relationships through utilization of exceptional communication and interpersonal skills.
- Address customer inquiries pertaining to account balances, transaction histories, service charges, and interest rates.
- Educate customers on the use of the bank's online platform and mobile applications.
- Promote and cross-sell both life and non-life products of the bank to customers.

#### **Award:**

##### **Circle of Excellence Awardee**

- Top Client Service Associate | 2022
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## EDUCATION

### **Pangasinan State University - Alaminos City Campus**

Graduate Diploma in Business Administration  
Major in Operations Management | 2019

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## KEY COMPETENCIES

- Cash handling
- Multi-tasking
- Client relationships
- Attention to detail
- Integrity
- Customer service skills
- Strong work ethic
- Communication skills
- Time management skills