

LOYOLA, JOAN ERICA AMAGSILA

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SUMMARY:

A seasoned Customer Service Associate and Marketing Assistant with more than 15 years of work experience in a bank in the Philippines. Also worked in the call center industry for almost 4 years, and had some food and beverage work experience while in College. Skilled in data encoding, MS Office, basic marketing and file management. Overall background is customer service in nature. I am hard-working, patient, organized, flexible, willing to work over time if necessary, and more than willing to try opportunities unrelated to my college degree and work background. Good capacity in retaining new information.

PROFESSIONAL EXPERIENCES:

Client Service Associate / Marketing Assistant

Banco De Oro Unibank, Inc., Philippines (Branch Banking Group)

January 1, 2017 - April 30, 2023

- Assisted clients with daily bank transactions such as cash deposits, cash withdrawals and encashments, and other queries regarding their account.
- Assisted clients with their queries regarding financial management such as investments, savings and other bank products that the company can offer.

Credit Analyst (Small Business Loans Unit, known as SME)

Banco de Oro Unibank, Inc., Philippines (Head Office; Consumer Lending Group)

February 2010 - December 2017

- Conducted duplicate checking and credit investigation for Small Business Loans applicants / clients.
- Performed pre-screening of documents submitted by clients.
- Analyzed financial capabilities of clients on repayment of availed loans and other bank products.
- Accomplished administrative tasks on top of daily load such as requesting of office supplies and keeping inventory updated.
- Maintained individual and group management information system.
- Trained and guided new hires on familiarity to the systems used and other tasks that their position requires.

Credit Assistant / Assistant Team Leader (Personal Loans)

Banco de Oro Unibank, Inc., Philippines (Head Office; Consumer Lending Group)

May 2007 - February 2010

- Conducted duplicate checking and credit investigation for personal loans applicants / clients. Also does collation and filling of client credentials for reference on evaluation done after investigation.
- Assigned to supervise a team on processing applications to be able to meet daily quotas, finish task on hand and go the extra mile if needed be, by coming up with strategies and means of motivation for effective teamwork, thus, meeting efficiency score target.
- Helped Team Leader to accomplish daily deliverables and administrative reports needed by the upper management.

Technical Support Representative (A5)

Dell International Services, Philippines

November 2006 - February 2007

- Assisted Dell Computer clients with their technical inquiries and guides them in ways to resolve their computer concerns through phone support.

Communications and Soft Skills Trainer / Quality Assurance

Alorica Philippines (formerly known as Vertex Solutions), Email Support Group

July 2006 - August 2006

- Trained email technical support agents with improving their communications and soft skills.
- Checked quality of emails and gives necessary corrections on areas that need improvement, technical and grammar wise.
- Accomplished reports to be discussed weekly with clients in the United States.

Technical Support Representative – Core, Email Support

Alorica Philippines (formerly known as Vertex Solutions), Email Support Group

August 2004 - July 2006

- Assisted eMachines and Gateway Computer clients with their technical inquiries and guides them in ways to resolve their computer concerns through email support.

Customer Service Assistant / Waitress (Working Student)

Max's Restaurant, Philippines

May - August 2003

- Assisted consumer needs and ensures customer satisfaction while experiencing Max's Restaurant through good food and service.
- Did order-taking, table set-up and clearing of dishes.

Cashier, Food Delivery and Drive-Thru Service Crew (Working Student)

Jollibee Food Corporation, Philippines (Jabelle Foods Franchise)

May - August 2000

- Assisted consumer needs and ensures customer satisfaction while experiencing Jollibee through good food and service.
- Did order-taking and cash handling via drive-thru and over-the-counter.
- Did food delivery service within the vicinity to help boost sales and help attract customers.
- Helped maintain good sanitary standards of the restaurant.

EDUCATION

Tertiary Education

Bachelor of Science in Computer Science
National College of Business and Arts, Rizal, Philippines
2000 - 2004

Bachelor of Arts in Communication Arts
Miriam College, Quezon City, Philippines
1999 - 2000

Secondary Education

Siena College, Taytay, Rizal, Philippines
1995 - 1999

Primary Education

St. Scholastica's Academy, Marikina, Philippines
1989 - 1995

SKILLS

- Customer Service
- Data Encoding / Researching / File Management / MIS
- Average knowledge in Office Word, Excel, Power Point
- Cash Handling and balancing / POS
- Basic Marketing
- Leadership and Interpersonal Skills
- Communication and Soft Skills
- Time management
- Organization
- Empathy & friendliness

PERSONAL DATA

AGE	40
BIRTHDATE	November 5, 1982
BIRTHPLACE	Quezon City, Philippines
CIVIL STATUS	Married
SPOUSE NAME	Benjamin Bernardino Loyola
DEPENDENTS	None
LANGUAGE SPOKEN	English, Filipino
PASSPORT EXPIRY DATE	July 17, 2029

CHARACTER REFERENCES

Norma Mendoza Cabitac, Manager 2
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