

LEAH P. LOPEZ

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PROFESSIONAL: Service Officer

PROFESSIONAL SUMMARY:

Versatile and highly skilled professional with a proven track record as a service officer, offering a diverse skill set developed through experience in customer-focused roles. With a strong foundation in delivering exceptional service, I bring expertise in communication, problem-solving, and effective conflict resolution. My commitment to precision, adaptability, and a customer-centric approach has allowed me to excel in various service-oriented environments. I am eager to contribute my experience and talents to an organization that values excellence in service and teamwork. My goal is to leverage my skills to enhance operational efficiency and ensure customer satisfaction, regardless of the specific role or industry.

SKILLS AND ABILITIES

- Attention to Detail
- Time Management
- Communication Skills
- Marketing Operations
- Organizational Skills
- Customer Service
- Adaptability
- Problem-Solving
- Flexibility
- Multitasking
- Cash Handling
- Computer Proficiency

EXPERIENCE:

BDO Network Bank Inc. | Philippines

2003-Present

Position: Service Officer

- Oversaw cash and marketing operations to enhance service quality, customer interactions, accurate processing, and operational efficiency.
- Supervised efficient cash servicing and transfers, maintaining high accuracy and cash management standards.
- Ensured the secure and continuous operation of ATMs to meet customer demands.
- Assumed responsibility for accounting transactions in branches lacking Accounting Assistants.
- Enforced adherence to bank policies, internal controls, external regulations, and service standards among supervised branch personnel.
- Managed personnel needs, promoted staff development, and fostered a harmonious work environment.
- Assisted in achieving branch financial targets.
- Acted as Consumer Assistance Officer (CAO) and undertook additional duties as needed.

TRAINING:

- NCII Certification at TESDA

EDUCATION

Cor Jesu College | Philippines

2000

BS in Accountancy