

GENEVA O. MORALES

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PROFESSIONAL SUMMARY:

An adaptable and detail-oriented professional with a diverse background. Experienced in customer service, financial transactions, and administrative tasks. Known for exceptional communication skills and a customer-centric approach. Eager to leverage this multifaceted experience in a Administrative Assistant/Processor/Clerical Job/Member Service Representative/Frontliner position to provide outstanding service and contribute to the overall success of the team and organization.

SKILLS AND ABILITIES

- Cash Handling
- Multitasking
- Accuracy
- Hygiene and Safety
- Efficient interpersonal skills
- Customer Service
- Flexibility/Adaptability
- Time Management
- POS system
- Organized
- Communication
- Team player
- Conflict Resolution
- Math Skills
- Client Focus

EXPERIENCE:

Philippine Social Security System | Philippines

Dec 2016 - Present

Position: Processor II/Senior Clerk/Junior Member Service Representative/Frontliner

- Received and screened UMID ID, loan applications, membership forms, sickness, and maternity claims.
- Addressed members' and employers' inquiries, providing timely assistance.
- Evaluated, analyzed, and processed transactions involving the processing, amendment, adjustment, and updating of SSS members' records, ensuring strict adherence to SSS Law, policies, rules, regulations, and other relevant issuances.
- Interacted with people from diverse cultures, races, and backgrounds, fostering a respectful and inclusive work environment.

SSS Retirees Service Corporation | Philippines

Sep 2015 - Dec 2016

Position: Service Bureau Clerk/Junior Member Service Representative/Frontliner

- Received and screened UMID ID, loan applications, membership forms, sickness, and maternity claims.
- Addressed members' and employers' inquiries in a timely and efficient manner.
- Managed the processing and documentation of various administrative tasks related to membership and benefits applications.

Customer Frontline Solutions Inc./Manila Electric Company | Philippines

Aug 2014 - Sep 2015

Position: Teller

- Delivered exceptional customer service with a friendly and welcoming approach.
- Accepted, processed, and posted collections/over-the-counter (OTC) payments, reloads, and other

relevant OTC transactions from internal and external clients.

- Conducted counterfeit check or bill detection for all received payments.
- Prepared deposit slips and observed the turnover of collections to collecting banks under the guidance of the Retail Store Supervisor/OIC.
- Prepared necessary reports and performed additional assigned functions as required.

Philippine Pizza Hut Inc. (Dairy Queen) | Philippines

Nov 2013 - Mar 2014

Position: Team Member

- Actively promoted the culture, values, and missions of Dairy Queen.
- Delivered excellent customer service to all guests, ensuring a positive experience.
- Demonstrated the ability to work under pressure, maintaining a calm demeanor consistently.
- Proactively maintained the store and anticipated customer needs for a seamless experience.
- Maintained exceptional punctuality and attendance, consistently arriving for shifts on time.
- Exhibited flexibility by working varied hours, including early mornings, evenings, weekends, nights, and potential holidays.
- Mastered the art of multitasking, efficiently handling numerous tasks within the store during each shift.
- Expertly prepared soft-serve ice cream and food products while managing cash transactions.

EDUCATION

University of Makati | Makati, Philippines

2009-2013

Bachelor in Secondary Education Major in Biology