

JOHN ALEXIS DIAZ

CONTACT

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EDUCATION

PANGASINAN STATE UNIVERSITY

BS in Business Management major in
Operation Mangement
2008-2012

SKILLS

- Reconciliation
- Customer Service
- Problem Solving
- Analytical Skills
- Administrative Skills
- Critical Thinking
- Project Management
- SEO
- Bookkeeping

AWARDS

- Best Associate
- Best in Accuracy
- Best in Productivity
- Model Customer Care
- Top Performer

CAREER OBJECTIVE

To be able to obtain a position where I could utilize as well as develop my knowledge and skills and enables me to make a positive contribution to the company.

WORK EXPERIENCE

TREASURY SENIOR SPECIALIST

Manulife Business Processing Services | March 2022 - Present

- Created and tested 200+ auto-posting and auto-matching rules that helps analyst save their time in doing their reconciliation.
- Lead the OS items investigation and clean-up which resulted to clearing of 10,000+ ageing items (From 13k+ to 3k).
- Successfully migrated all accounts from one system to another and documented new reconciliation process.

ECOMMERCE SUPPORT

Emotive.io | Dec 2020-Aug 2023 (Freelance)

- Managed multiple online shopping store's day to day operation which includes handling 200+ customer concerns. checking inventories, order fulfillment and many more.

SENIOR PORTFOLIO RECONCILIATION ANALYST

Manulife Business Processing Services | March 2019-March 2022

- Successfully migrated 300+ Investment fund accounts from one system to another.
- Able to reconcile and clear more than 30K ageing items for multiple territories through process improvement and collaboration.

PORTFOLIO RECONCILIATION ANALYST

Manulife Business Processing Services | Nov 2017-Feb 2019

- Able to reconcile and clear ageing items for our complex north American investment fund accounts.
- Contributed in the testing process automation testing

CUSTOMER CARE OFFICER

Pilipinas Teleserv Inc | July 2012-Jan 2014

- Successfully handled 200+ customer queries and concerns on a daily basis.
- KYC validated multiple accounts that helps protect customer from possible fraudulent activities.