

# ELAINE JEAN MENDOZA, 31

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## PROFILE

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I am a detail-oriented and adaptable individual looking to transition into a new career. I aim to leverage my transferable skills in customer service, organization, record-keeping, and communication to carry out operations effectively. I am eager to learn new skills to maximize yield and profitability while contributing to the success of a progressive company.

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## QUALIFICATIONS SUMMARY

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- Friendly, outgoing and charismatic personality
- Superior salesmanship and consistently outperforming peers. Proven track record of boosting year-on-year loan portfolio and generated income for the bank.
- Strong customer service skills. Predicts, evaluate and meet the specific needs of customers.
- Obtained strong management skills by training and leading a team of 3 junior assistants

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## SKILLS

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- Excellent verbal and written communication skills
- Ability to stand and work long hours
- Customer Service Oriented
- Flexibility in work duties and schedule
- Easily adjusts to different work environments and shifts
- Excellent physical stamina and the ability to multitask
- Capability to Work under Pressure
- Can undergo training
- Critical Thinking and Management skills
- Work independently and collaboratively
- Ability to carefully read and follow directions
- Good teamwork skills
- Can work even under minimum supervision
- Highly Motivated and Good Listener
- Ability to prioritize
- Good negotiation skills

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## WORK EXPERIENCE

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Loan Account Officer | Land Bank of the Philippines | Manila, Philippines | Nov 2014 – Feb 2024

- Began career as an Account Assistant (AA) in the Special Assets (Foreclosed Assets) Department in 2013.
- Transitioned to AA role in Financial Institutions (Lending) Department in 2016.
- Selected for the Management Training Program in 2019.
- Promoted to Account Officer on May 2021, managed a Php2.41B (CAD \$57.80M) loan portfolio. Doubled loan portfolio to P5.54B by yearend 2021 through successful booking of new loan accounts.
- Total loan portfolio in 2021 and 2022 represented 15% of FID's total loans and Php145.44M (CAD \$3.49M) and Php218.95MM (CAD \$5.25M) gross revenues, respectively.
- At end of 2023, overseeing an Php11.62B (CAD \$278.67M) loan portfolio, reflecting more than 100% increase from yearend 2022 portfolio of Php5.15B (CAD \$123.51M).

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## EDUCATION

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Bachelor of Science in Business Administration | Concordia College | Manila, Philippines | 2012