

Jelee Silva

Bank Clerk/ Marketing Assistant

✉ jelee.silva.ut@gmail.com

☎ (+63)906-295-8513

🏠 Angeles City, Pampanga, Philippines

Enthusiastic and self-motivated banking and finance professional with 7 years of experience. Known as a team player with a friendly demeanor and proven ability to develop positive rapport with clients. Maintain ongoing customer satisfaction that contributes to overall company success. Highly articulate, with a results-oriented approach that addresses client inquiries and issues while maintaining strong partnerships. Collaborate well with the customer service team while also engaging independent decision-making skills.

Experience

Bank Clerk/ Marketing Assistant

2016- present

BDO UNIBANK INC.

- Manage risks in every transaction and detect fraudulent transactions to prevent losses.
- Guarantees security and safety of all bank and client assets through effective adherence of regular corporate and legal processes.
- Responsible for handling customer transactions (deposits, withdrawals, transfers, money orders and checking)
- Explain, advice and promote bank products and services to clients.
- Records transactions by logging cashier's checks, traveler's checks other special services, preparing currency transaction reports.
- Tracking, recording, validating, reporting, storing information related to transactions, ensuring all information is accurate and complete.
- Ensure compliance with all internal controls and establish bank policies and procedures.
- Resolve problems or discrepancies concerning customers' accounts.
- Handles all customer complaints and issues with high professional courtesy.
- Creating client accounts on CRM (Microsoft Dynamics 365).

Education

Holy Angel University

- Bachelor of Science in Business Management Major in Marketing Management

2015

Skills

- Time Management
- Organization Skills
- Communication Skills
- Building and maintaining relationships
- Problem-solving
- Teamwork

References

- Merlyn C. Agustin
Marketing Officer
BDO Angeles-Santo Domingo Branch
+63-919-3083-037

- Precious Karen G. Nuguid
Service Officer
BDO Angeles-Santo Domingo Branch
+63-929-7933-644