

JAYSON JHON C. RAMOS

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EDUCATION

Bachelor of Science in Business Administration: Major in Marketing, University of the East - Caloocan City, Philippines

PROFESSIONAL SUMMARY

Aspiring applicant with a strong foundation in organizational and clerical work. Eager to apply my skills in maintenance and quality control, documentation, and customer service to contribute effectively. Proven ability to learn quickly and adapt to new challenges. Enthusiastic about joining a dynamic team to learn, grow, and contribute to the company's success.

SKILLS

- Adaptable and flexible
- Customer Service
- Inventory tracking and storage
- Data entry and Documentation
- Organization
- Multitasking
- Experience in Sales
- Excellent communication
- Active listening
- Attention to details
- Experienced Driver
- Microsoft office/Computer Literate
- Ability to lift heavy objects

PROFESSIONAL EXPERIENCE

HR Officer, June 2020 to September 2023

Philippine National Bank, Pasay City PH

- Facilitate administrative cases of employees.
- Assisted managers and supervisors with employee disputes, disciplinary actions and other workplace issues.
- Collaborated with managers to identify and address employee relations issues.
- Responded to inquiries by answering telephone calls, in-person questions and emails.
- Filed paperwork, sorted and delivered mail and maintained office organization.
- Maintain a database of cases handled and accomplish monthly reports.
- Respond to employee inquiries regarding benefits and other HR topics.
- Helped employees register for benefits programs using online portals.

Account Officer, November 2017 to June 2020

Philippine National Bank, Makati City PH

- Develop strong relationships with clients through high level of customer service.
- Assisted clients in understanding loan terms and conditions to make informed decisions.
- Originated, reviewed, processed, closed and administered client loan proposals.
- Maintained strict confidentiality of bank records and client information.
- Collaborated with other departments to promptly process loan applications.
- Examined client loan applications for loan approvals and denials.
- Negotiated loan terms to provide favorable outcomes for both clients and lenders.
- Monitored performance of existing loan portfolios to identify and address any issues.
- Utilized risk management strategies to attain high loan approval rates.
- Proposed loan applications and monitored progress from start to finish.
- Assisted clients with completing loan applications and other paperwork.
- Obtained copies of applicant's credit history and reviewed paperwork to determine feasibility of granting loans.
- Proactively identified solutions for clients experiencing credit issues.
- Explained very technical financial information to applicants in easy to understand language.
- Research and update industry knowledge on changing legislations and regulations.
- Supervised loan personnel and motivate to maintain customer service and performance standards.
- Identified opportunities to cross-sell and upsell loan products to prospective clients.
- Monitored pipelines to track and log status of loans.

Marketing Assistant, September 2010 to November 2017

Philippine National Bank, Makati City PH

- Answered inquiries and provided superior customer service to clients.
- Set up files using a loan officer checklist and submit on-time for processing.
- Prepared professional business correspondence on behalf of loan officer to obtain information and facilitate processing steps.
- Supported loan processing by applicant documentation such as credit reports, employment verifications, financial history paperwork.
- Assembled important paperwork and disclosures for the borrower.
- Liaise with clients to guide through the loan closing process and skillfully handle any concern.
- Verified credit histories, personal references and employment backgrounds for each applicant.
- Prepared loan documents and explained terms to clarify loan conditions and requirements with applicants.
- Collected and compiled paperwork such as title abstracts, insurance paperwork, loan files and tax histories.
- Set up, stored and update client files, department records and regulatory paperwork.
- Corroborated on-time payments and meeting of loan terms by assessing client accounts.

Administrative Staff, June 2007 to September 2010

Philippine National Bank, Makati City PH

- Restocked supplies and submitted purchase orders to maintain stock levels.
- Manage the filing system, enter data and complete other clerical tasks.
- Build and maintain excellent internal customer relationships through timely response to inquiries and going above and beyond to accommodate unusual requests.
- Verified items billed against items ordered and reconciled differences.

Logistic Staff, February 2005 to August 2006

Wellcom-Fonetech International, Inc., Makati City PH

- Maintained inventory count, tracked usage and documented variances.
- Complete physical inventory counts each month.
- Performed data entry and completed proper paperwork.
- Keep work areas neat, clean and free from clutter.
- Followed orders precisely for correct items, size and quantities.
- Pulled merchandise from inventory storage and documented quantities to maintain accuracy.
- Moved merchandise using forklift and pallet jacks.
- Disposed of damage or defective items and coordinated returns to vendors for covered items.

Sales Staff, December 2003 to April 2004

SM Mart, Inc., Quezon City PH

- Assisted customers by finding items quickly to boost store satisfaction rates.
- Inspect floor displays, noted missing items and immediately replenished merchandise.
- Engage in friendly conversation with customers to better uncover individual needs.

Service Crew, August 1999 to June 2000

Tropical Hut Hamburger, Caloocan City PH

- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and creating welcoming positive experiences.
- Reached out to customers after taking orders to suggest additional product purchases.
- Maintain clean and orderly of the store by mopping floors, emptying trash cans and wiping down surfaces.

Reference available upon request.