

William Gabumpa Lababo

Phone: +63 9685451160

Email: William.lababo0617@gmail.com

PROFESSIONAL SUMMARY

- Presently working as a Junior Officer under CEG - VET in Union Bank of the Philippines
- Worked as a Customer Care Expert in RIA Money Transfer handling Australia, New Zealand, South Korea and Singapore accounts.
- 2 years' experience in Kingdom of Saudi Arabia as Asia United Bank's Remittance Marketing / Business Development Officer.
- Gained 10 years work experience in Al Ansari Exchange, UAE as Operation Remittance Call Center Supervisor, Officer in-charge to Philippine transactions, Team Leader and Customer Service Officer.

EMPLOYMENT HISTORY

UNION BANK OF THE PHILIPPINES: ORTIGAS, PASIG CITY PHILIPPINES

JUNIOR OFFICER – CUSTOMER ENHANCEMENT GROUP – VOICE ENGAGEMENT TEAM (MARCH 27, 2023 – PRESENT)

- Meeting all the set turnaround time and call handling quality standards for the acceptance of all Union Bank Hotline initiated contacts and email correspondence.
- Performing Inbound Sales Offers
- Conducting all prescribed customer Identification checks prior to the processing of any customer inquiry, requests or complaints.
- Adheres to prescribed policies and guidelines of each business of the bank.
- Competent in providing accurate and appropriate response that is determined by the policies and procedures of the Bank.
- Abiding by the given policies and guidelines in processing customer file maintenance requests,
- Participating to all activities of the department.
- Suggesting process improvements that result more efficient processing to address department's service requirements.
- Resolving issues and concerns regarding daily activities that includes customer issues and escalating to proper authority that are beyond the scope of responsibility.

RIA MONEY TRANSFER: MAKATI PHILIPPINES

CUSTOMER CARE EXPERT / AU NZ KR SG ACCOUNT (JUNE 28, 2021 – MARCH 24, 2023)

- Respond via telephone and email to inquiries/complaints from agents or customers (senders or beneficiaries of money transfers). Resolved any issues that arise.
- Acted Team Leader and attended Supervisory Calls.
- Modified and corrected data from orders processed incorrectly.
- Maintained constant communication with the correspondent (paying agents in Australia, New Zealand, South Korea and Singapore) via telephone or email in order to resolve complaints.
- Managed together with the accounting department refunds from canceled orders.
- Handled all banking correspondence letters, which includes non-receipt of queries, transfer amendments, cancellations and settlement been done on time and faster closure of complaints.
- Adequate knowledge of internal circulars of the company and collection of information on banking related procedures.

ASIA UNITED BANK PHILIPPINES (ASSIGNED IN KINGDOM OF SAUDI ARABIA)

REMITTANCE MARKETING / BUSINESS DEVELOPMENT OFFICER (SEPTEMBER 05, 2018 - JANUARY 31, 2021)

- Responsible for implementing effective marketing strategies to attract and acquire new deposit customers.
- Responsible for all marketing / business development activities for top-ranked region of international financial services organization and overseeing all the partners branches (BAJ – Fawri).
- Directed marketing communication, effective dissemination of information about the product, brand and value proposition to each market segment.
- Business banking specialist; acquired new business accounts, loans and lines of credit; successfully developed and maintained relationships with new and existing Asia United Bank clients to expand product utilization; continually developed new client referral resources.
- Monitored and evaluated competitive developments in each remittance centers and reports the same to head office.
- Visited and attended Filipino community gatherings and immediately facilitated small seminars to individuals to explain and offer Asia United Bank's products and services such as account openings and its benefits.
- Stationed in the partners branches to promote Asia United Bank's products and services and assisted on the clients' inquiries.

AL ANSARI EXCHANGE LLC (UNITED ARAB EMIRATES)

SUPERVISOR: OPERATIONS REMITTANCE CALL CENTER DEPARTMENT (JULY 01, 2014 - AUGUST 29, 2018)

- Leadership – Led a team of 25 customer service officers who provided support to over 160 Al Ansari Exchange branches and customers.
- Additional supervisor functions such as performance management, coaching and mentoring, scheduling, handling customer escalation, and phone queue monitoring.
- Prepared and updated the business partners' newly implemented and additional services exclusively for both branches and Customer Service Team.
- Customer Relations – attended a monthly tie-ups/partner's interface meeting as an Officer-In charge to Philippine related transactions to provide systematic analysis and address tie-ups/partners issues and concerns.
- Training and Development - provided product training for all the staff.
- Consolidated and prepared reports and evaluation on individual and team performances on quarterly, half yearly and yearly basis.
- Recommended advancements to the workflow of the Customer Service Unit.
- Reviewed and monitored all pending transactions and unsettled issues.
- Maintained detailed records of the staff such as leave and OT/UT offsetting in schedules of the Customer Service Section.
- Monitored Daily Calls in AVAYA system based on instructions from Superiors.

AL ANSARI EXCHANGE LLC (DUBAI, UNITED ARAB EMIRATES)

TEAM LEADER: OPERATIONS REMITTANCE CALL CENTER DEPARTMENT (JANUARY 01,2012 - JUNE 30,2014)

- Established & maintained work standards for quality of work with an emphasis on good customer service reducing customer complaints.
- Supervised and reviewed the performances of the Customer Service Officers.
- Maintained detailed & accurate records of the customers' inquiries and follow-ups received.
- Reported & advised the Manager Operations regarding Customer Service-related matters and issues.
- Developed Customer Service Policies & Procedures to ensure consistent customer service & satisfaction.
- Resolved major problems with Al Ansari Exchange product escalated to the Customer Service Section.
Coordinated with business partners regarding technical issues, pending transactions and others.

AL ANSARI EXCHANGE LLC (UNITED ARAB EMIRATES)

CUSTOMER SERVICE OFFICER: OPERATIONS REMITTANCE CALL CENTER DEPARTMENT (JULY 19,2008 - DECEMBER 31,2011)

- Handled all Banking Correspondence letters, which includes non-receipt of queries, transfer amendments, cancellations and settlement been done on time and faster closure of complaints.
- Attended Branch and Customer Telephonic general enquiries of products & services and providing suitable solutions.
- Communicate closely with customers and other financial institutions in solving erroneous transactions.
- Maintained complaint register in Excel sheet on daily basis.
- Filed all required documents received from Al Ansari Exchange branches.
- Maintained a friendly, yet professional demeanor with both customers and co-employees.
- Updated branches regarding daily pending transactions and follow up with customers for pending complaints.

EDUCATION

Bachelor of Science in Business Administration Major in Marketing Management - 2015 Colegio De

Dagupan, Arellano Street, Dagupan City Philippines

AWARDS AND ACHIEVEMENTS

May 19, 2023 Certificate of Excellence - Top 1 for Nesting – Union Bank of the Philippines

November 8, 2022 Top Performer Award – RIA Money Transfer

July 2014 Promoted as Supervisor – Al Ansari Exchange LLC

January 2012 Promoted as Team Leader – Al Ansari Exchange LLC