

Jefferson Santos

Customer Due Diligence Officer

Detail-oriented professional with 5 years in Compliance team. Strong analytical aptitude of customer due diligence process and methodology to identify patterns and trends to communicate risks to management. Successful managing multiple competing priorities and deadlines.

Committed to ensuring customer satisfaction by providing exceptional service and unmatched support. Proficient in utilizing customer service best practices and adept at exploring different solutions to address customer needs effectively. Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

Work History

2019-01 -
Current

Customer Due Diligence

William Hill Group, 11th Floor Aseana 3 Bldg, Paranaque, Philippines

- Doing background check to customer to prevent money laundering and fraud
- Ensuring customer safety
- Conduct through due diligence check on new and existing customers to ensure compliance with KYC and AML regulation
- Conduct CDD of customer profile for on boarding, periodic review and trigger event review.
- Conducted investigations and enhanced due diligence reviews of various customer types and industries.
- Analyzed and investigated clients to conduct detailed customer due diligence and enhanced due diligence review.

2016-08 -
2019-01

Customer Service Representative

William Hill Group, 11th Floor Aseana 3 Bldg, Paranaque, Philippines

- Provide product/services information, answer questions, and resolve any emerging problems that customer accounts might face with accuracy and efficiency
- Manage large amounts of phone calls
- Provide accurate, valid and complete information by using right methods/tools
- Handle customer complaints, provide appropriate solutions and alternatives within time limits; follow up to ensure resolution
- Follow communication procedures, guidelines and policies
- Participated in cross-functional initiatives aimed at enhancing overall business operations and customer satisfaction levels.
- Assisted customers in navigating company website and

Contact

Address

Guimba, Nueva Ecija 3115

Phone

+639951364598

E-mail

jeffsantos1031@gmail.com

Websites, Portfolios, Profiles

- [linkedin.com/in/jefferson-santos-37508b240](https://www.linkedin.com/in/jefferson-santos-37508b240)

Skills



- placing online orders, improving overall user experience.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Developed rapport with customers through active listening skills, leading to higher retention rates and positive feedback from clients

2012-02 -
2013-02

Restaurant Waiter

La Cigale Hotel, Doha Qatar

- Participated in routine inventory checks, minimizing discrepancies in stock levels for smooth operational flow.
- Promoted restaurant specials and upsold menu items, increasing overall sales revenue.
- Managed multiple tables simultaneously while maintaining high levels of accuracy on order placement and delivery.
- Collaborated with kitchen staff to ensure timely delivery of orders, resulting in positive feedback from guests.
- Addressed guest concerns promptly and professionally, fostering positive dining atmosphere.
- Contributed to efficient restaurant operations by assisting in bussing tables during peak hours.
- Supported fellow waitstaff through teamwork during busy times, sharing responsibilities as needed.
- Assisted in training new waitstaff members, contributing to a cohesive team environment

Education

2008-06 -
2009-05

No Degree: Caregiving

Skill Power Institute - Cabanatuan City, Province Of Nueva Ecija, Philippines

2006-06 -
2008-03

No Degree: Nursing

College of The Immaculate Conception - Cabanatuan City, Province Of Nueva Ecija, Philippines

2004-06 -
2006-03

High School Diploma

College of The Immaculate Conception - Cabanatuan City, Province Of Nueva Ecija, Philippines

References

- Jose Mari Joya, Team Leader, +63915 822 8872, jmjoya@gmail.com
- Bryan Oligan, Branch Manager, +63948 672 9586, oliganbryan@gmail.com