

# Michael D. Tenorio

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## PROFESSIONAL SUMMARY:

Experienced and highly skilled Bank Manager for 8 years, adept in overseeing all aspects of branch performance, attainment of sales goals, customer service strategies and operational functionality. Self-motivated and committed to achieving goals by effectively strategizing and following through with appropriate plans of action.

### Skills:

- Marketing , Sales and Operations
- Customer Service
- Ability to generate new business and cross selling
- Cash handling expertise
- Leadership
- Multitasking skill

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## EDUCATION:

Graduate of Bachelor of Science in Business Administration Major in Management  
S.T.I. College Santa Rosa Laguna Philippines  
June 2005 - April 2009

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## WORK EXPERIENCES:

### Bank Manager at Entrepreneur Bank

**Cabuyao Laguna Philippines**

July 01, 2021 to April 14, 2023 (1 year and 9 months)

- Managed and directed the overall branch activities to reach established revenue goals for growth and profitability
- Supported the expansion of existing business and development of new business across all bank product line
- Developed relationships with top customer and maintained knowledge of the customer's banking needs and their service expectations
- Promoted community relations for the branch representation in community organizations
- Maintained an up to date knowledge of the bank's product offerings.
- Handled all staffing arrangements and ensured that employees were adequately trained and coached on product knowledge and selling techniques.

### Business Relationship Manager at RCBC (Rizal Commercial Banking Corporation)

**Sto Tomas Batangas Philippines**

July 01, 2020 to June 01, 2021 (11 months)

- Achieved sales goals and targets of the Business Center, including account acquisition, deepening and cross selling.
- Maintained cordial working relations with clients by ensuring the timely and expeditious handling of client's financial needs and requirements.
- Prepared monthly sales call plans and daily sales report to ensure that action plans, sales call results are properly recorded.
- Developed effective sales activities to help market retail banking products.
- Created product awareness and promotes RCBC and YGC products and services to existing and prospective clients.

**Bank Manager at Planbank (Rural Bank of Canlubang Planters, Inc.)**

May 2015 to June 26, 2020 (5 years and 1 month)

**Cabuyao Laguna Philippines**

- Executed sales strategies and activities to achieve target revenues.
- Ensured smooth and efficient operations of the branch.
- Managed and developed talent to achieve sales goals and fosters culture of integrity, client focus and accountability.
- Resolved customer complaints promptly and effectively tapping on the branch service personnel.

**Bank Cashier at Planbank (Rural Bank of Canlubang Planters, Inc.)**

February 2012 – April 2015 (3 years and 2 months)

**Cabuyao Laguna Philippines**

- Assisted and supervised the tellers to hold enough cash to take care of normal daily need/transactions.
- Ensured that adequate security as safety measures are strictly followed.
- Measured performance of front liners in terms of turnaround time in delivery of service and other standards.
- Calling up clients to advise them of insufficient funds, returned checks, and confirmation of withdrawals/encashment that needs feedback from clients.
- Checked and verified of transactions.
- Promoted bank products to customers.

**Bank Accounting Assistant at Planbank (Rural Bank of Canlubang Planters, Inc.)**

February 2011 – February 2012 (1 year)

**Cabuyao Laguna Philippines**

- Responsible for ensuring completeness of checks sent out for clearing.
- Records the day-to-day financial transactions of the bank.
- Responsible for ensuring all daily transactions are recorded.
- Promoted bank products to customers.
- Entertained new accounts.

**Bank Teller at Planbank (Rural Bank of Canlubang Planters, Inc.)**

May 17, 2010 – January 2011 (8 months)

**Calamba Laguna Philippines**

- Responsible for providing accurate, efficient and timely processing of over the counter transactions pertaining to deposit, withdrawals and payments.

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**CERTIFICATION AND TRAININGS:**

- Anti-Money Laundering and Counter-Terrorism Financing (AAMC)
- Signature Verification and Forgery Detection Seminar
- Fundamentals of Microfinance
- Customer Service and Leadership Seminar

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**PERSONAL DETAILS:**

Date of Birth: Aug. 09, 1988  
Age: 34 years old  
Nationality: Filipino  
Civil Status: Single