

VERNA PRINCESS JIMENEZ

ADMIN/CUSTOMER SUPPORT SPECIALIST

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📍 Khalifa City A, Abu Dhabi, UAE

SKILLS

- Customer Support
- Admin and Banking Services
- Cash Handling
- Marketing
- Project and Events Management
- Time Management
- Basic Bookkeeping
- Microsoft Office
- Google Workspace
- Canva
- Adobe Photoshop
- CRM (Bills payment, setting appointment and tracking)
- Strong Communication
- Flexible and Adept Learner
- Efficient and Productive
- Speaks Fluent English and Filipino/Tagalog

EDUCATION

MINDANAO STATE UNIVERSITY
BSBA ENTREPRENEURIAL MARKETING
PHILIPPINES
2012-2016

- Department Leadership Awardee
- Best in Literary Performance
- Top Seller in Salesmanship
- Performer of the year
- Academic Achievement Awardee

REFERENCE

Available upon request.

CAREER SUMMARY

BANKING | ADMIN AND CLIENT SERVICES | MARKETING

A flexible and reliable customer service professional who has years of expertise in supporting clients and admin services, banking and marketing. Proven ability to work proactively in complex environment, initiates and proven adept learner.

EXPERIENCE

LANDBANK OF THE PHILIPPINES (2019- MARCH 2023)

CUSTOMER ASSOCIATE

TELLER

- Processed over-the-counter transactions with banking products and services in compliance with norms, regulations and business objective.
- Responded and processed 150+ transactions daily on average efficiently and with extreme attention to detail.
- Proficient admin assistant and skilled with organization.

ATM BOOKKEEPER/TELLER

- Initiated resolutions on complex ATM balancing and resolve client complains.
- Recognized adept learner processing terminal machine loading, retrieval and balances cash dispensers, recyclers, often totalling to 1,000,000 AED (if converted from Philippine peso) daily.

NEW ACCOUNTS CLERK

- Maintaining data confidentiality and promotes ease to clients in using updated banking systems.
- Opened 125+ accounts in a week that consequently increase salary loan availment.

VXI GLOBAL HOLDINGS (2018-2019)

DATA ANALYST/SERVICE REPRESENTATIVE (AT&T Accounts)

- Managed large amounts of inbound calls in a timely manner, analyzed customer bill statements collecting satisfactory feedbacks.
- Resolved customer issues and settle payments through inbound calls with excellent KPIs (Key Performance Indicator).
- Seized opportunities to upsell products to drive company sales.
- Kept records of all conversations in CRM/database in a comprehensible way

MCDONALD'S PHILIPPINES (2017-2018)

FAMILY RELATIONS MANAGER

- Hit sales target as pioneering employees, effectively promoting products and services using digital and traditional marketing.
- Managed social media accounts to increase engagement and drive sales.
- Utilized Adobe Photoshop in creating digital posters and layouts for market visibility.
- Identified, analyzed and executed marketing strategies to potential target markets for large order/bulk bookings.
- Prepared reports that interprets market opportunities, trends and personalized marketing to potential clients.