



# DIANA SIO SUAREZ

## CONTACT

Abu Dhabi, UAE  
(971) 557-389248  
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## SKILLS

- Accuracy/Attention to Details
- Cash Handling
- Computer Literate
- Excellent Customer Service
- Marketing
- Accounting
- Telling/Billing
- Data Entry

## EDUCATION

Bachelor of Science: Information Tech.  
University of Antique  
*Tibiao, Antique - 2019*

Secondary: Computer Tech.  
Bitadton National High School  
*Culasi, Antique - 2015*

## PERSONAL INFORMATION

Date of Birth: August 30, 1998  
Age: 24  
Gender: Female  
Civil Status: Single  
Nationality: Filipino

## PROFESSIONAL SUMMARY

Highly motivated and experienced professional with **4 years** of experience providing exceptional customer service, resolving problem and utilization of math and computer skills while managing cash transactions.

## WORK HISTORY

**Teller/Customer Relation Specialist** 08/2021 - 04/2023  
**Barbaza Multi-Purpose Cooperative** - Antique, Philippines

- Handle transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments and processing, cashier's checks, opening and closing of accounts, Issuance of Passbook, TD Certificate and ATM Cards.
- Reconcile cash drawers at the end of shift, count and package coins and currency, turn in any excess or damaged currency to Branch Cashier.
- Marketing/Promotion of Programs and Services. Recruitment off Client.
- Maintain and Updated Membership Records and Database
- Conduct Onsite/Offsite Pre Membership Seminar, Orientation, Meetings and Social Services to ensure customers walk away educated about account benefits.
- Resolve all Customer Queries.
- Accounting Entries and Vouchers.

**Account Officer** 06/2019 - 07/2021  
**CARD Bank** - Antique, Philippines

- To conduct daily Center Meetings and processed daily client transactions, including loan processing, deposits, withdrawals, money transfers, and collection of loan payments.
- Accurately maintained and update financial records and transactions of each client and ensured all documentation and paperwork was in place and within compliance.
- Handling complaints and queries related to account.
- Promoting products and services and consistently met cross-selling goals.
- Ensure that all documentation is current and in conformity with bank secrecy act & anti money laundering, ensuring adherence to policies and procedures, regulations and sound banking practices.

## TRAININGS

**"Customer Service and Marketing"**  
**BMPC** - February 6-8, 2023

**"Bookkeeping and Cash Handling"**  
**BMPC** - March 13-15, 2022