



DIANA SIO SUAREZ

PROFESSIONAL SUMMARY

Highly motivated and experienced professional with **4 years** of experience in 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 of Clients.
- Maintain and Update 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

CONTACT

 Abu Dhabi, UAE
 (971) 557-389248
 dianasuarez920@gmail.com

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