

## Personal Profile

Name John Patrick Balitaan  
Mobile Phone 054-362-9172  
Email [jpbalitaan@gmail.com](mailto:jpbalitaan@gmail.com)  
Address Hamdan Street, Abu Dhabi



## Professional Goals

*To provide total customer satisfaction and maintain outstanding customer relations in carrying out money transactions, remittance services and other requirements that provide valuable benefits to the customers and company.*

## Employment Details

Organization  
Designation  
Date (from – to)

**Al Ahalia Money Exchange**  
**BRANCH SUPERVISOR**  
**March 2015 - Present Date**

Main Activities and  
Responsibilities

- Manage and administration of Branch activities in the absence of Manager.
- Supervise and guide the staff to perform their duties for the smooth functioning of branch.
- Suggest the plans to the line manager to increase the quality and productivity.
- Authorization of remittance, receive and other transaction.
- Perform the Wage Protection System related works like new company registration, authorization of file, uploading and new employee Registration.
- Update all the registers related to branch like opening, closing, daily check list, CCTV monitoring, Cash checking verification, buying/selling FC currency and Emails.
- Assist the customer in remittance and other related services.
- Monitor/Arranging the attendance of branch staff and report any abnormalities.
- Perform other related duties assigned by Manager

Organization  
Designation  
Date (from – to)

**Transitions Optical Phils, Inc.**  
**Customer Service Specialist**  
**September 2013 - November 2014**

Main Activities and  
Responsibilities

- Respond to client calls, emails, letters and faxes Ensure program information is clearly and accurately conveyed for services products.
- Develop and test new procedures and discuss with superior for approval and implementation.
- Responsible for providing immediate response to customer inquiries and data related requirements to sales and operations.
- Gathers data from clients for consolidations, reviews and suggests necessary inputs.
- Distributes the reports out to global Team including Quality, Logistics, and Operations divisions (Microsoft Excel: Formula, pivot table, VLOOKUP, etc.)
- Prioritizes and batches material for data entry to ensure successful and timely uploading of data for processing of Operations and Commercial including back-end (database) method of uploading.
- Upload Data in MFG Based application.
- Maintains and updates daily monitoring of deliverables of service.

Organization  
Designation  
Date (from – to)

**TF BPO Inc.**  
**Customer Service and Process Analyst**  
**August 2009 – June 2013**

Main Activities and  
Responsibilities

- Study the Process of Client
- Answers ad hoc requests by client
- Creates and designs computation (Microsoft Excel Formula) based on clients' framework.
- Downloads data from SAP based application
- In-charge of reporting partners' updated performance on a weekly basis, reports are being uploaded online.
- Ensure accuracy of data delivery and reports generation
- Quality checks reports made by subordinates.
- Prepares quarterly reports on business standing and marketing results.
- Ensures Quality Report Posted Online
- Email Management
- Provide Operations and service support to clients over Asia Pacific Region

## Professional Qualification

B.S Information Technology

A.M.A UNIVERSITY

Training and Certificate

FERG CERTIFICATE  
ANTI MONEY LAUNDRING

## Personal skills and Competencies

Software Skills

Customer Service , Microsoft Proficient , Excel Formula

Training and Certificate

English , Filipino