



## ALELI E. GONZALES

Bank Teller/Client Service Associate

### CONTACT

#### Address

City Seasons Building,  
Abu Dhabi, UAE

#### Phone

+971543801614

#### E-mail

aleligonzales09@gmail.com

### Skills

- Corporate processes and procedures • Client Relationships
- Service recommendations
- Account management
- Complaint resolution
- Staff education and training • Strategic Sales knowledge

### Languages

- English
- Tagalog

### Education

#### Tertiary

##### •University of the Cordilleras

Bachelor of Science in Business Administration Baguio City, Benguet Philippines  
2014-2017

#### Secondary

##### • Great Plebeian College

HighSchool Diploma Alaminos City, Pangasinan Philippines  
2009-2013

Self motivated team member with 4 years of experience seeking for a job wherein I can use my strong communication , problem solving and multitasking skills, including in building strong relationships with clients and providing quality service which can address customer requests and concerns.

Seeking career advancement that would harness my skills and apply in a company where I can exercise and further develop my knowledge , skills, and other competencies to promote professionalism and achieve the general goals of the company.

## WORK HISTORY

### BDO/BANCO DE ORO UNIBANK INC.- Client Service Associate/ Teller

February 3, 2020 – present

- Collaborated with other departments to develop ways to increase customer satisfaction.
- Educated clients on account services and resolved client inquiries regarding statement information and account balances.
- Helped a large volume of customers every day with a positive attitude and focus on customer satisfaction.
- Communicated with clients regarding account services, statements, and balances.
- Managed the customers in the reception area by responding to telephone, and email inquiries and providing information for in-person requests.

### RED LOGO LIFESTYLE INC. – Sales & Recruitment Associate

October 2019 – December 2019

- Helped customers to locate products and checked the store system for merchandise at other sites.
- Solved customer challenges by offering relevant products and services.
- Engage with customers to build rapport and loyalty.
- Educated clients on current promotional offerings and products using persuasive selling tactics.

### MAYBANK INC. - Internship

May 2017 – August 2017

- Conducted regular reviews of operations and identified areas for improvement.
- Completed research, compiled data, updated spreadsheets, and produced timely reports.
- Interacted with customers by phone, email, or in-person to provide information.
- Completed research, compiled data, and assisted in timely reporting.
- Participated in workshops and presentations related to projects to gain knowledge.