



## Personal Information

**Date of Birth:** September 04, 1996

**Age:** 26 years of age

**Nationality:** Filipino

**Civil Status:** Single

**Gender:** Female

**Height:** 5'3

**Weight:** 53

**Religion:** Catholic

**Language spoken:**

Tagalog/English

## SKILLS AND QUALITIES:

- Fraud Detection Analyst
- Time Management
- Collection Analyst
- Data Analyst
- MS Office Proficient

# Aira I. Gutierrez

**Address:** Al Dosari Building Hor Al Anz Area, Deira, Dubai  
UAE

**Contact number:** 054-780-7043

**Email Address:** [airagutierrez9410@gmail.com](mailto:airagutierrez9410@gmail.com)

## Objective

*To be an essential part of a dynamic institution where I can learn and contribute to its success and profitability through the application of my acquired knowledge and experience.*

## Job Experience

### **Dubai Metro- Keolis**

August 30, 2021 – Present

#### **Customer Service Agent / Station Agent**

- Monitor and maintain station operational status and ensure a smooth flow of passenger movement within the station premises.
- Move around the System (DTAS) dealing with queries and incidents as required.
- Carry out controlled/uncontrolled/emergency evacuation of passengers.
- Provide support to passengers during closures for engineering works and special events.
- Provide accurate ticket and train service information and respond to passenger enquiries.
- Report any accidents, incidents, breaches or potential breaches to appropriate management.
- Perform shift and emergency duties when required.
- Awareness of the Integrated Management System and the content of the Safety, Assurance & Environment and Information Security Policy Statements.

### **Concentrix – Citi Bank**

June 25, 2020 – July 15, 2021

#### **Advisor II, Customer Service**

- Analyzing Fraud Transaction
- Monitoring Fraud Alert
- Reporting Fraud Charges

- Resolving Customer Complaints
- Verifying Suspicious Activities
- Investigate Fraudulent Use of Debit/Credit Cards and Initiate Appropriate Action

***Orix Metro Leasing and Finance Corporation – Metrobank Group***

March 16, 2018- March 20, 2020

***Sales Administration Staff***

- Preparing Loan Document
- Checking Dealer's Document
- Checking Collaterals
- Book Loan Mortgage
- Completion of Booked Accounts
- Preparing Safetnet Report
- Preparing Release of Chattel Mortgage
- Monitoring ORCR of Fully Paid Accounts
- Monitoring ORCR of Active Paid Accounts
- Assisting Client Request and other Branches
- Collecting Penalties

***Educational Background***

***Tertiary***

**Bulacan State University**

Poblacion Bustos, Bulacan, Philippines

Bachelor of Science in Business Administration

Major in Financial Management

2013 – June 2017

***Secondary***

**Carlos F. Gonzales High School**

Maguinao, San Rafael, Bulacan, Philippines

2009-2013

***Primary***

**San Agustin Elementary School**

San Agustin, San Rafael, Bulacan, Philippines

2003-2009

***Character References***

To be provided upon request

I hereby certify the above information is true and correct the best of my knowledge and belief.

  
 AIRÁ I. GUTIERREZ  
**Applicant**