



## KEYNA D. PARILLA

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📍 Jebel Ali, The Gardens, Jasmine Street, Bldg. 114 Apartment G11, Dubai

### EDUCATION:

#### **NOTRE DAME OF MARBEL UNIVERSITY**

Koronadal City, South Cotabato, Philippines

SY. 2015 – 2019

*BACHELOR OF SCIENCE IN  
BUSINESS ADMINISTRATION  
MAJOR IN FINANCIAL  
MANAGEMENT*

### SKILLS:

- Microsoft Excel, Microsoft Word and Microsoft PowerPoint literate
- Have good Time Management
- Team player
- Good Social skills

### LANGUAGES:

- Tagalog
- Cebuano/Bisaya
- English

### WORK EXPERIENCES:

#### ➔ **CUSTOMER SERVICE REPRESENTATIVE**

*BANK OF THE PHILIPPINES ISLAND (BPI) MARBEL BRANCH*

November 2019 – July 2023

- Applied technical and general knowledge of the job gained through formal education, relevant experience and specialized training for effective performance.
- Applied service quality mindset to effectively serve and support internal and external customers accurately and ensure improvement in customer satisfaction levels,
- Proactively persevered in delivering business results. Also, innovated and initiated changes based on sound judgement to meet or exceed business targets.
- Demonstrated concern for the team and organization by establishing and maintain effective working relationships, including adjusting behavior to be able to work with people in getting the job done or deliver products/services to meet changing business needs.
- Demonstrated strong personal commitment and persistence in achieving own goals. Had the ability to work with minimal supervision. Also, was able to comply with company rules and regulations.

#### ➔ **BANCASSURANCE SALES OFFICER**

*SUN LIFE GREPA FINANCIAL (RCBC POLOMOLOK BRANCH)*

August 2019 – October 2019

- Represented SLGFI to business partners and clients.
- Sells insurance products to prospective clients through financial planning.
- Abided by the rules and policies of the company.
- Observed confidentiality from data gathered from clients.
- Met mandatory sales metrics through sale of quality businesses and support company's mission to provide financial planning to the public.
- Maintained professionalism and abide by the policies set by the company and its regulators, not limited through one's interaction with bank partners and clients