

**CELESTE CABANSAG DE LEON**

Flat 102 Bldg 400 Al fahidi Dubai UAE

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**JOB OBJECTIVE:** Seeking an opportunity to maximize my knowledge and skills in order to meet the demand of my work and effectively deliver quality service.

**SKILLS:**

- Has knowledge in Computer operation particularly in Microsoft (Excel, Word and PowerPoint)
- Customer Service
- Attention to detail
- Teamwork
- Hardworking and can work under pressure
- Can perform multi-tasking duties
- Fast learner and willing to learn as an individual
- Ability to work independently and prioritize tasks effectively

**SUMMARY:**

Motivated person with an extensive experience in financial services, track records driving sales and boosting morale. Hands on, client oriented who implements creative business development strategies dedicated to continuous improvement of the Company. Excellent in customer service.

**Key Responsibilities:****1. Office Administration:**

- Manage day-to-day office operations, including maintaining supplies and equipment
- Coordinate with Co-worker if applicable
- Ensure a clean and organized office environment.

**2. Communication:**

- Serves as the first point of contact for clients, visitors and team members.
- Answers and direct phone calls and emails professionally specially queries about loans.
- Facilitate effective communication within the office.

**3. Scheduling and Calendar Management:**

- Coordinate appointments, meetings, and travel arrangements for team members.
- Manage office calendars to optimize time and resource allocation.

**4. Records Management:**

- Maintain and organize both physical and digital records and files.
- Ensure the security and confidentiality of sensitive information.

**5. Financial Management:**

- Assist in budget management and expense tracking.
- Handle, generating and sending invoices to customers, tracking payments, following up on overdue accounts, resolving billing discrepancies and maintaining accurate records of financial transactions.
- Handling cash transactions with customers, collecting payments, issuing receipts and refunds.

**6. Human Resources Support:**

- Help Organize company events and team building activities.

**7. Vendor and Supplier Management:**

- Liaise with vendors and suppliers to ensure timely delivery of office equipments and office supplies.

8. Sales Management:

- Basic understanding of sales principles and customer service practices, Assess customers needs and provide assistance and information on product features.
- Answering questions about the product and recommend the right solutions and resolve customer complaints and ensure maximum client satisfaction.

WORK EXPERIENCE

- **SALES CLERK**  
**North East Construction Supply and General Merchandise**  
Maharlika Highway, Cauayan City, Isabela, Phillipines  
November 2013-December, 2014
- **SERVICE CREW/CASHIER**  
**Jollibee Foods Corporation**  
Maharlika Highway, Cauayan City, Isabela, Phillipines  
February 01, 2014-February 16, 2014
- **LOAN ASSISTANT/TELLER/AUTHORIZER**  
**Philippine Resources Savings Banking Corporation** (Merger to City Savings Bank)  
Unit 103, G/F One Corporate Centre Julia Vargas Avenue Cor. Meralco, Ortigas Center, San Antonio, Pasig City, Metro Manila, Phillipines  
April 14, 2014-April 27, 2015
- **RECEPTIONIST**  
**Hole in the Wall (Bar and Grill)**  
Matalino St., Diliman, Quezon City, Metro Manila, Phillipines  
May, 2015
- **MONEY SORTER/SALES ASSISTANT**  
**United Coconut Planters Bank-UCPB** ( Merger to Land Bank of the the Philippines)  
C. Uy Building, National Highway, Cauayan City, Isabela  
June, 2015- June, 2016
- **COMISSION SALES ASSOCIATE**  
**Empowered Consumerism Platform**  
301, 319, 320 AIC Burgundy Empire Tower Cor. Garnet and Sapphire Streets, Ortigas Center Pasig City, Metro Manila, Phillipines  
November 27, 2022
- **CREDIT ASSISTANT**  
**BDONETWORK BANK INC. (A Rural Bank of BDO Unibank)**  
Savemore Bldg. Dubinan East, Santiago City Isabela  
August 16, 2016 – March 13, 2023

EDUCATIONAL BACKGROUND:

**TERTIARY:** Isabela State University  
  
San Fermin, Cauayan City, Isabela  
**Course :** Bachelor of Science in Business Administration  
Major: Banking and Finance (2010-2014)  
**SECONDARY:** Cauayan City National High School (2006-2010)  
Turayong Cauayan City, Isabela  
**ELEMENTARY:** Cauayan North Central School (2000-2006)  
Turayong Cauayan City, Isabela

REFERENCES:

Available on Request