



# John Jefferson Bodaca Dino

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## Experience

**April 3, 2023 – July 20, 2023**

Phone Banker • Customer Service Associate • Eastwest Bank Corp.

- Responsible for supporting The Center's objective of providing quality service to Bank customers particularly through robust and effective customer service & contact desk.
- Ensures that calls regarding inquiries, requests, complaints, and other concerns are handled in a professional, efficient and timely manner.
- Efficiently logs handle and monitor various email inquiries, requests, and complaints on bank products until resolution.
- Ensures that feedback on email inquiries, requests, and complaints are monitored and done within prescribed TAT

**September 26, 2020 – July 25, 2022**

Call Center Agent • Better Banking Specialist • Security Bank Corp.

**August 2019 – November 2019**

Call Center Agent • Customer Sales Representative • CCS4U

**November 2018 – January 2019**

Real Estate Agent • Property Specialist • SM Development Corp.

**June 2018 – October 2018**

Real Estate Agent • Property Investment Consultant • Alveo Land Corp.

## Education

**Imus Institute of Science and Technology, City of Imus, Cavite**

- Tertiary – Bachelor of Science in Business Administration Major in Financial Management – Batch 2020

## Training Attended

Intern - Philippine National Bank International Business Resource Group Department



Flat 603, Body Lab Gym  
Bldg. Tourist Club Area,  
Hamdan St. Abu Dhabi

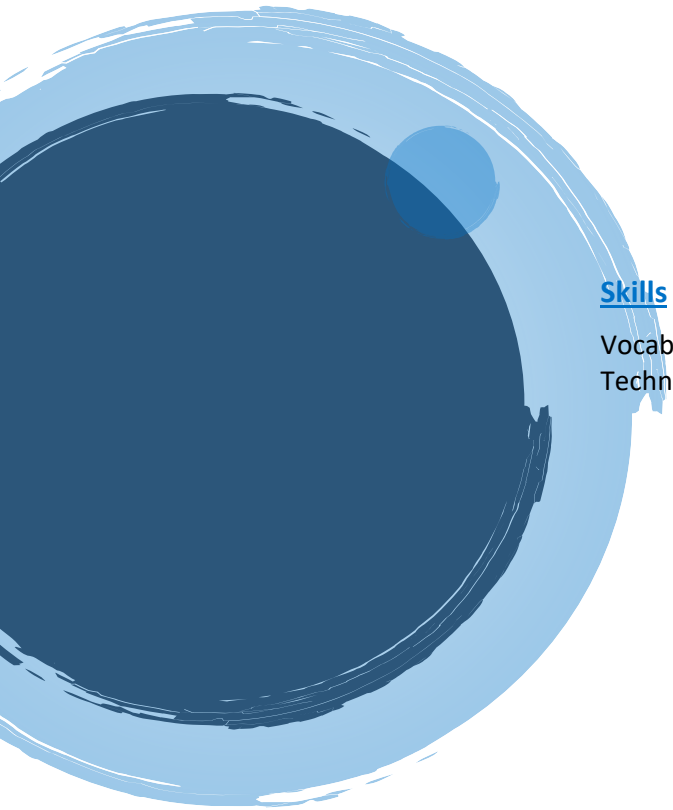


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### Skills

Vocabulary – English and Filipino

Technical – MS Word, Excel and Powerpoint

