



## **CHILO RAÑA VILLAGRACIA**

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### **CAREER OBJECTIVE**

To secure a responsible career opportunity to fully utilize my leadership skills and experience, while making a significant contribution to the success of the company.

### **KEY SKILLS AND QUALIFICATIONS**

- Extensive knowledge in hospital and bank operations.
- Proficient in MS Office programs and customer service orientation;
- Time management and attention-to-detail;
- Excellent communication and teamwork abilities;
- Critical thinking and Problem-solving skills; and
- Very teachable with great desire to learn.

Trustworthy, friendly and highly reliable customer service provider with considerable work experience in cash operations and knowledgeable enough in cross-selling of bank products and hospital services by applying sales strategies to maximize revenues.

### **RELIGION / LANGUAGES**

- Roman Catholic
- English - Fluent
- Tagalog - Mother Tongue

### **WORK EXPERIENCE**

#### **ALLIED CARE EXPERTS (ACE) MEDICAL CENTER-PALAWAN, INC.**

**May 11, 2023 – November 6, 2023**

##### **Position: TREASURY OFFICER**

- Provides and discuss cash position report to hospital founders or management.
- Marketing of hospital products and services.
- Oversee the month-end and year-end close processes, ensuring all financial transactions are accurately recorded and reconciled.
- Reconcile bank accounts, accounts payable, accounts receivable, and other balance sheet accounts regularly.
- Ensures that all operating and administrative expenses are funded.
- Manage payments and daily monitoring of suppliers PDC's.
- Monitor the flow of petty cash funds and timely liquidations thereof.
- Responsible for managing the flow of money and other valuable assets within an organization.
- Make check payments for accounts payable vouchers.
- Conduct on the spot cash count.
- Recommend and maintain a system of policies and procedure that impose an adequate level of control over Finance Department activities.

**ALLIED CARE EXPERTS (ACE) MEDICAL CENTER-PALAWAN, INC.**

**January 27, 2023 - May 10, 2023**

**Position: PROCUREMENT ASSISTANT - Promoted to TREASURY OFFICER**

- Responsible for raising purchase orders and maintaining procurement records.
- Assists in contractor selections by gathering procurement specifications and tender bids received from suppliers.
- Purchase supply of products or materials.
- Determine the lowest cost for products or materials.
- Track and record orders.
- Receive orders and document arrivals.
- Manage and analyze supply base.
- Source and interview vendors; negotiate contracts and costs.
- Prepare requisitions and purchase orders.
- Communicate with vendors, clients, customers, team members, and managers to align goals.

**KUYA-KING CONVENIENCE STORE & AIRLINE TICKETING SERVICES**

**March 1, 2020 – January 26, 2023**

**Position: STORE MANAGER**

- Responsible for overseeing the daily operations of a store, making sure it runs smoothly and duties include motivating sales teams, creating business plans, arranging financing, purchasing products, developing promotional material, and training new staff.
- Selling online products such as E-load, Gcash, Paymaya, Coins.Ph and booking of passenger ferry or airlines tickets online.

**COOPERATIVE BANK OF PALAWAN**

**January 11, 2016 - February 28, 2020**

**Position: BANK TELLER / CASHIER**

- Responsible for providing accurate, efficient and timely processing of over the counter transactions pertaining to opening of accounts, receiving deposits, pay withdrawals, loan payment, WPS payment, money transfer, cash remittances and other miscellaneous transactions.
- Cross-selling of bank products and services.
- Maintaining and balancing cash drawers and reconciling discrepancies.
- Packaging cash and rolling coins to be stored in drawers or the bank vault.
- Handling cash, transactions, and confidential information in a responsible manner.
- Using operating system such as NComputing and SavePlus to track bank information and generate reports.
- Ensure high quality customer service is provided to clients.
- Answer customer inquiries and resolve customer complaints.
- Ensure that banking policies, procedures and regulatory compliance are followed.

**COOPERATIVE BANK OF PALAWAN**

**July 16, 2012 - January 10, 2016**

**Position: ACCOUNT OFFICER**

- Take care the financial bookkeeping and records of the bank, send out bills and invoices to the customers and follow up on overdue payments.
- Prepared collection reports, demand letters for delinquent clients.
- Prepared documents for write off, litigation and foreclosure accounts.
- Responsible for loan application forms of clients, conduct initial interview, performed credit checking, and verified customer data information.
- Marketing and promoting of bank products and services.

Received Award "Punctual Employee of the Year" Cooperative Bank of Palawan Puerto Princesa City, Palawan -December 12, 2015.

**MARIA GRACIA PAWNSHOP, INC.**  
**October 17, 2002 - December 31, 2011**  
**Position: BRANCH MANAGER**

- Responsible for overall operations of the branch including managing resources and staff.
- Helped branch to achieved sales goals by promoting products and services of the company.
- Pricing and selling of auction items such as jewelries, gadgets and appliances.
- Appraising of jewelry pawned items.
- Assisting clients about "pera padala" or money transfer.
- Marketing of company products and services.
- Developed and executed branch sales strategies to maximize revenues.
- Managed and monitored all customer related operational issues.

**EDUCATION**

**TERTIARY: STATE POLYTECHNIC COLLEGE OF PALAWAN-PUERTO PRINCESA CAMPUS**  
**Course / Degree: Bachelor of Science in Agricultural Business**  
**Date Graduated: April 12, 2002**

Received Award "*Exemplary Leadership Award*" for serving as a model of student in the school and community activities State Polytechnic College of Palawan-Puerto Princesa Campus (SPCP-PPC) Puerto Princesa City, Palawan -April 12, 2015.

**LICENSES / CERTIFICATIONS**

**Hospitality Management Studies-Hotel Operations**

Alison Online Course  
Completed: May 16, 2022

**Real Estate Service (RES) by PRB-RES**

12 Hours Credit Unit  
Held on April 8-10, 2022 via Online Learning  
Certificate Number: CM7RPGJG63XLV

**Providing Guest Room Services**

TESDA Online Course  
Completed: April 7, 2022

**Deal with Intoxicated Guests**

TESDA Online Course  
Completed: April 3, 2022

**Introduction to Food and Beverage Services**

TESDA Online Course  
Completed: April 1, 2022

**Providing Housekeeping Services**

TESDA Online Course  
Completed: March 31, 2022

**Money Laundering and Terrorist Financing Prevention Program (MTPP)**

Online Seminar-via Zoom  
Completed: February 3, 2021  
Certificate Control No. 02-2021-0271