



April S. Veloso

Banker | Tourism Management

Al Mahata Towers, Musaab Bin Omair Street, Al Qasimia, Sharja, UAE

+971583060541 – aprilveloso30@gmail.com

PROFESSIONAL SUMMARY

Banker with six years of extensive experience providing excellent customer service while upholding a high level of data privacy. Adept at working in a fast-paced environment with a focus on professionalism and attention to detail.

CARRER HIGHLIGHTS

Client Relationship Management

- Maintaining and building strong relationship with clients earning trust and loyalty through personalized service and financial advice.

Risk Management

- Insuring compliance with regulatory requirements to safeguard the bank's asset and reputation.

Account Management

- Managing customer accounts, including verifying customer identities, updating account information, and ensuring compliance with banking regulations. This includes on sticking to anti-money laundering (AML) regulations, Know Your Customer (KYC) procedures, and other legal requirements.

Problem Solving

- Resolved complex financial issues or customer concerns showcasing analytical skills and decision-making abilities.

KEY SKILLS

- | | | | |
|--------------------------------|--------------------------|----------------------|----------------------|
| - Exceptional Customer Service | - Product Knowledge | - Cross Selling | - Risk Assessment |
| - Account Management | - Transaction Processing | - Team Collaboration | - Financial Services |

PROFESSIONAL EXPERIENCE

BDO Unibank Inc.

General Services | Teller

Davao City, Philippines

August 2017 – February 2024

- Provided exemplary customer service as the primary client contact, addressing inquiries, resolving issues, and facilitating banking transactions efficiently and courteously.
- Executed various transactions accurately and promptly, including cash deposits, withdrawal, remittances, check encashments, check reorder, money transfers, and currency exchange, while maintaining strict adherence to security protocols and compliance standards.
- Cross-selling banking products and services to enhance customer relationships and drive revenue growth.
- Maintained compliance measures, including strict adherence to anti-money laundering (AML) regulations and Know Your Customer (KYC) procedures, to safeguard against financial risks and ensure regulatory compliance.
- Work harmoniously with colleagues and other departments, promoting good team environment and contributing to the overall efficiency and success of banking operations.

EDUCATION

Bachelor of Science in Tourism Management | University of Mindanao, Davao City, Philippines | 2013 – 2017

Dubai National Air Transport Association | University of Mindanao, Pampanga City, Philippines | 2017

Abacus Functionalities for Tourism Student | University of Mindanao, Davao City, Philippines | 2015

CERTIFICATIONS

Top Client Service Associate | BDO (Banco de Oro) Unibank Inc, Philippines | February 2023