

# IVY C. DALID

Bank Teller



## About Me

Analytical, detail-oriented professional with 7 years of extensive in providing exceptional customer service, administering customer transactions and promoting company offerings in the banking industry. Exceptionally organized and focused, demonstrating an outstanding aptitude to manage and balance a variety of financial transaction in a fast-paced environment.



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## LANGUAGE

- English
- Filipino

## EXPERTISE

- Client Relationships
- Corporate processes and procedures
- Account management
- Time Management
- Money handling abilities

## EXPERIENCE

### Client Service Associate

**Banco De Oro (BDO) Unibank Inc**

**September 01, 2016 - January 31, 2024**

- Administer the balancing of the branch vault's, teller cash dispensers (TCDs), Automated Teller Machine (ATMs) and Teller Automated Unit (TAU) with a daily total of more than P500,000.
- Process inward and outward remittances properly of the clients by using RDC and OFTS application.
- Served clients by assisting their payments for their bills and transact it thru ICOS application.
- Leverage organizational and prioritization abilities, coupled with superior attention to detail to efficiently process 400 transactions per day, attending to more than 50 customers on a daily basis.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Provide customer support for their personal loan availment or cash advance by using Point of Sale (POS) terminal.
- Communicated with clients regarding account services, statements, and balances.
- Promote/offer bank's products and services such as credit card, car loans, home loan, personal loans and insurances.
- Prepare branch's overall reports at the end of the day to ensure all the transactions were properly validated and submit it to the branch accounting department.
- Provide and assist the auditor with the branch reports and records he needs for the audit.
- Developed and implemented customer service policies and procedures to apply best practices and establish quality standards.
- Trained new personnel regarding company operations, policies and services

## ACCOMPLISHMENT

- **Banco de Oro (BDO) Circle of Excellence 2022**  
(Top Client Service Associate)
- **BDO Frontliner's Choice Award 2023**

## CERTIFICATION

- **Book Keeping**  
National Certificate III

## EDUCATION

### **Bachelor of Science: Business Administration Major in Management Accounting**

Notre Dame of Dadiangas University  
General Santos City  
March 2016

### **Mindanao State University - Iligan Institute Technology, Integrated Rural Development Academy**

High School, Lala Proper, Lanao del Norte  
March 2012