

Personal Profile

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Professional Goals

To provide total customer satisfaction and maintain outstanding customer relations in carrying out money transactions, remittance services and other requirements that provide valuable benefits to the customers and company.

Employment Details

Organization
Designation
Date (from – to)

Al Ahalia Money Exchange
BRANCH SUPERVISOR
March 2015 - Present Date

Main Activities and
Responsibilities

- Manage and administration of Branch activities in the absence of Manager.
- Supervise and guide the staff to perform their duties for the smooth functioning of branch.
- Suggest the plans to the line manager to increase the quality and productivity.
- Authorization of remittance, receive and other transaction.
- Perform the Wage Protection System related works like new company registration, authorization of file, uploading and new employee Registration.
- Update all the registers related to branch like opening, closing, daily check list, CCTV monitoring, Cash checking verification, buying/selling FC currency and Emails.
- Assist the customer in remittance and other related services.
- Monitor/Arranging the attendance of branch staff and report any abnormalities.
- System and process development to ensure strict compliance of AML and other regulatory directives.
- Perform other related duties assigned by the Manager.

Organization
Designation
Date (from – to)

Transitions Optical Phils, Inc.
Customer Service Specialist
August 2013 - December 2014

Main Activities and
Responsibilities

- Respond to client calls, emails, letters and faxes Ensure program information is clearly and accurately conveyed for services products.
- Develop and test new procedures and discuss with superior for approval and implementation.
- Responsible for providing immediate response to customer inquiries and data related requirements to sales and operations.
- Gathers data from clients for consolidations, reviews and suggests necessary inputs.
- Distributes the reports out to global Team including Quality, Logistics, and Operations divisions (Microsoft Excel: Formula, pivot table, VLOOKUP, etc.)
- Prioritizes and batches material for data entry to ensure successful and timely uploading of data for processing of Operations and Commercial including back-end (database) method of uploading.
- Upload Data in MFG Based application.
- Maintains and updates daily monitoring of deliverables of service.

Organization
Designation
Date (from – to)

TF BPO Inc.
Customer Service and Process Analyst
August 2009 – June 2013

Main Activities and
Responsibilities

- Study the Process of Client
- Answers ad hoc requests by client
- Creates and designs computation (Microsoft Excel Formula) based on clients' framework.
- Downloads data from SAP based application
- In-charge of reporting partners' updated performance on a weekly basis, reports are being uploaded online.
- Ensure accuracy of data delivery and reports generation
- Quality checks reports made by subordinates.
- Prepares quarterly reports on business standing and marketing results.
- Ensures Quality Report Posted Online
- Email Management
- Provide Operations and service support to clients over Asia Pacific Region

Professional Qualification

B.S Information Technology

A.M.A UNIVERSITY

Training and Certificate

FERG CERTIFICATE
ANTI MONEY LAUNDRING

Personal skills and Competencies

Software Skills

Customer Service , Microsoft Proficient , Excel Formula

Training and Certificate

English , Filipino