



Clarismae G. Urbiztondo

EXPERIENCE

September 2021 - April 2024

Reconciliation and Settlement Assistant Cantilan Bank Inc

- Making inter office memorandum
- Checking and Verifying entries of branches (Atm complaints transactions)
- Investigating Clients and other banks ATM and POS complaints transaction (Acquirer, On Us, Issuer)
- Make an entry in BancNet Support System (ATM transactions)
- Settled Atm complaints in database
- Reconciling POS transactions (Landbank of the Philippines, BDO Unibank and RCBC)
- Prepared ATM complaints monthly report
- Prepared POS transaction and Income monthly report (Landbank of the Philippines, BDO Unibank and RCBC)

September 2019 - February 2021

Project Management Assistant Cantilan Bank Inc | Cantilan, Philippines

- Gathering information required for each project
- Creating files and ensuring information is on the network
- Monitoring project progress
- Communication skills
- Project coordination and support
- Project planning
- Adaptable and calm under pressure
- Strategic planning
- Expert problem solver
- Managed office phone lines and desktop phones, enabling high-performing conference .

August 2019

Customer Relation Associate Cantilan Bank Inc

- Maintains customer relationship by responding to inquiries
- Processed client new accounts (Savings account, ATM accounts, Time deposit accounts)
- Verifying Accounts
- Updating Customer and Account Information Sheet

February 2019

Teller Cantilan Bank Inc

- Processed daily client transactions (Deposits, Withdrawals, Money transfer, Loan payment)
- Maintaining and Balancing cash drawers
- Assisted client's with various questions and concerns related to their accounts and bank products

June 2018

Field Associate Lifebank Foundation Inc

- Answering concerns/queries of branches and clients
- Customer Service
- Processed Clients claims in Insurance (Pioneer)

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PROFESSIONAL SUMMARY

An enthusiast, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I presented with. As a graduate with almost five years of experience in banking industry both operation and head office, I am excellent in working with others to achieve a certain objective on time and with excellence .

CORE QUALIFICATIONS

- Computer Literate (MS Word, MS Excel, MS Power Point, MS Outlook)
- Strong communication skills both written and oral
- Excellent Interpersonal skills, friendly and genuinely interested in people of all ages
- Can work long hours when necessary, flexible worker
- Strong organization and multitasking skills, with the ability to perform well in a fast
- Active listening and effective communication skills
- Self-motivated, Initiative, high level of energy
- Decision making, Critical thinking, Organization and planning
- Cash handling expertise
- Cash drawer balancing

EDUCATION

Business | Administration in Human Resources
Surigao del Sur State University, Philippines

CERTIFICATION

- Intern in Human Resource Division (Cantilan Bank Inc.)
 - Academic Excellence Awardee (2018)
 - Quickbook Pro Advisor with Xero
 - Certificate of Employment (Cantilan Bank Inc.)
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PERSONAL INFORMATION

- Age: 27
- Status: Single
- Visa Status: Tourist
- Visa Expiry: July 19, 2024